



CITY OF SAN JOSÉ 2001 COMMUNITY SURVEY

Report of Survey Results

September 26 - October 2, 2001

320-162

Fairbank, Maslin, Maullin & Associates
2425 Colorado Avenue, Suite #180, Santa Monica, CA 90404
Phone: (310) 828-1183, Fax: (310) 453-6562

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INTRODUCTION

To complete the 2001 San José community survey, Fairbank, Maslin, Maullin & Associates (FMM&A) conducted telephone interviews with 1,000 randomly selected San José residents over the age of 18. The interviews took place between September 26 and October 2, 2001. Questions were developed in consultation with City staff, and were based largely on the baseline community survey questionnaire developed and administered in November 2000. As was the case with the previous study, questions were designed to provide data for the City's "Investing in Results" (IiR) performance measurement system. The sample was weighted slightly to conform to demographic data on the city's population.

The margin of error for the survey sample as a whole is plus or minus 3.1 percent; for smaller subgroups of the sample, the margin of error is larger. For example, statistics reporting the opinions and attitudes of residents over age 65, who make up 12 percent of the sample, have a margin of error of plus or minus 8.9 percent. Thus, for this and other population groupings of similar or even smaller size, interpretation of the survey's findings are more suggestive rather than definitive and should be treated with a certain caution.

This report discusses and analyzes the survey's principal findings. Following the summary of findings, the report is divided into five parts, paralleling the structure of the report on the 2000 community survey.

- **Part 1** examines San José residents' general attitudes toward the city, their perceptions of the quality of life in San José, and their evaluations of the most important issues facing the city.
- **Part 2** describes residents' general evaluation of the services provided by San José City government, as well as detailed evaluations of resident satisfaction with a variety of specific City services, including the Airport and traffic management. It also examines resident suggestions for improving city services.
- **Part 3** looks at the level of resident contact with City employees, gathers residents' impressions of the helpfulness of employees with whom they had contact, and assesses the public's use of various sources of information from San José city government.
- **Part 4** focuses specifically on public safety. It analyzes residents' feelings of safety in various parts of the city, their contact with San José police officers, and their evaluations of the Independent Police Auditor (IPA).
- **Part 5** discusses residents' evaluations of the physical condition of the City and its infrastructure, including both public facilities and also residential neighborhoods. It also includes an analysis of residents' evaluations of the accessibility of a variety of public amenities.

The topline results of the survey are included at the end of the report in Appendix A.

SUMMARY OF MAJOR FINDINGS

The 2001 City of San José community survey shows that San José residents continue to be pleased with conditions in the overall San José community. Not only do more than three-quarters of those polled rate the quality of life in the community as “good” or “excellent,” but there has been a seven-point increase since last year’s survey in the proportion rating the quality of life as “excellent.” Clear majorities of those surveyed are also pleased with the physical condition of the neighborhoods, the accessibility of basic public amenities, and the safety of their communities.

Residents continued to be concerned about the consequences of growth and development in San José, but the context of their concern has shifted somewhat since last year. When residents are asked to name the most serious problem facing the City, traffic congestion and housing costs are still the two most frequent responses; at the same time, fewer residents cite either of these concerns than was the case in 2000. These and other survey results suggest that concern about traffic, while still high, has begun to ease somewhat. Economic issues are becoming more of a concern, as more San José residents cite job loss and the cost of living as the biggest problems facing the city.

San José residents remain highly pleased with the services they receive from City government. More than three-quarters of local residents are satisfied with the overall quality of municipal services, and majorities of those offering an opinion continue to rate almost every individual City service positively. When asked to suggest improvements to City services, residents generally call for action to relieve traffic congestion, reduce housing costs, and improve communication between City government and the public.

The following items stand out among the survey’s specific findings:

- More than three out of four San José residents rate the quality of life in the city as either “excellent” or “good,” and the report rating it as “excellent” has increased from 16 percent in 2000 to 23 percent this year. (Section 1.1)
- When asked to name the most serious issue facing the city, 20 percent name traffic congestion and 15 percent mention housing costs. While these were the two most frequent responses, they were down significantly from 2000, when traffic congestion stood at 28 percent and housing costs at 25 percent. On the other hand, concern about the cost of living and jobs has increased notably since 2000. (Section 1.2)
- Fully 77 percent of survey respondents are “satisfied” with the overall quality of San José City services, and just 10 percent indicated that are “dissatisfied.” These proportions are consistent with the results of the 2000 survey, and compare favorably to those obtained by other cities of similar size in recent community surveys. (Section 2.1)
- Majorities of those offering an opinion rate almost all of a list of 25 City services as either “good” or “excellent.” Library services, police and fire service, and park maintenance are viewed particularly favorably. “Protecting open space” is the only service which even one out of five respondents rate as “poor” or “extremely poor.” (Section 2.2)

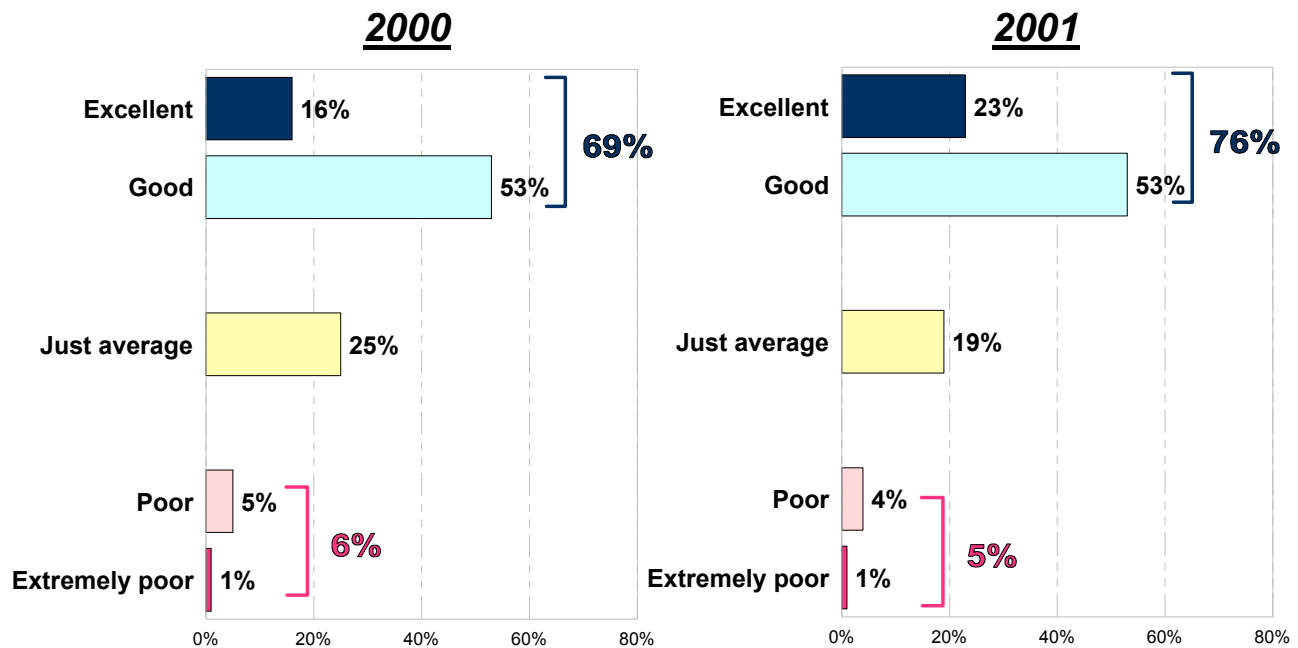
- Residents remain ambivalent about the City's handling of growth; one-third say the City is doing a "good" or "excellent" job, while 22 percent call it "poor" and 38 percent say it is "just average." (Section 2.3)
- As was the case in 2000, roughly two-thirds of San José residents fly through the San José International Airport each year. A sizable plurality of those who have not used the airport simply say that they have not had reason to fly in the past year. (Section 2.4)
- Residents have an increasingly favorable view of the library system. At least three out of five residents rate the availability of books and materials, the variety of books and materials, and the hours of operation as either "good" or "excellent;" all of these proportions have increased significantly since 2000. (Section 2.5)
- Residents continue to find rush hour traffic flow on city streets and freeways to be "unacceptable." At the same time, the proportion rating each type of traffic flow as "acceptable" has increased since 2000, suggesting some easing of concerns about traffic. In addition, the proportion of residents who view the impact of traffic on their neighborhood as "tolerable" has increased from 63 percent to 73 percent. (Section 2.6)
- As was the case in 2000, about three out of ten residents have had contact with a City employee (other than a police officer) in the past year. Sizable majorities of those who have dealt with City employees continue to rate them as courteous, timely, and competent. (Section 3.1)
- Between one-quarter and one-third of residents say that they have used the City's website, CivicCenterTV, InfoLine, or Inside San José to obtain information about the City. Nearly all of those who have used each information source describe it as "useful." (Section 3.2)
- Most San José residents continue to feel safe walking around during the day in their neighborhoods, downtown, or in the park nearest their house. Increasing proportions of San José residents feel safe downtown, both during the day and at night; in addition, more frequent visitors to the downtown area feel safer there than do those who visit downtown less often. (Section 4.1)
- About one in four residents has had contact with the San José Police Department (SJPD) in the past year (as was true in 2000), and sizable majorities of those residents continue to say that the officer with whom they had contact was courteous and helpful. (Section 4.2)
- Seven out of ten San José residents believe that the SJPD treats people fairly, up from 64 percent in 2000. (Section 4.3)
- Fully 77 percent of San José residents say that they have "sufficient food, water, and medical supplies" to sustain themselves for 72 hours in the event of an emergency. In addition, 85 percent describe themselves as "well-informed" (and 40 percent as "very well-informed") about what to do in case of an emergency or disaster. (Section 4.4)
- Seven out of ten San José residents continue to rate the "overall physical condition" of their neighborhood as "good" or "excellent," and a similar proportion say their neighbors have a sense of community pride. (Section 5.1)

PART 1: THE QUALITY OF LIFE AND MAJOR ISSUES IN SAN JOSÉ

1.1 QUALITY OF LIFE IN SAN JOSÉ

San José residents remain pleased with the quality of life in their city. As shown in **Figure 1** below, more than seven out of ten survey respondents rated the quality of life in the city as “good” or “excellent,” while just five percent labeled it “poor” or “extremely poor.” This rating marked a significant increase from the 2000 survey, in which just 69 percent of those surveyed rated San José’s quality of life as “good” or “excellent.” Even more impressive, all of this seven-point increase came in the proportion rating the city’s quality of life as “excellent,” indicating a sharp upward swing in San José residents’ happiness with conditions in the community.

FIGURE 1:
Residents’ Evaluation of the Quality of Life in San José, 2000 and 2001



As was the case in 2000, those happiest with the quality of life in San José (and most likely to rate it “excellent”) include its older and better-educated residents. Residents over 50 (particularly women) have a greater tendency to rate San José’s quality of life highly. Retirees and those over age 65 are also among those happiest with the quality of life in the city.

And once again, among no major demographic group do more than ten percent of those polled label the city’s quality of life as “poor” or “extremely poor.” Interestingly, while seniors are generally among those most pleased with the City’s quality of life, there are also a small but significant group of those over 65 (ten percent) who rate the City’s quality of life as “poor.” Residents who are unhappy with the City’s quality of life generally cite the same array of concerns as other residents do (as detailed in Section 1.2 below) – most notably housing costs and traffic congestion.

In this year’s survey, respondents were once again offered a list of individual aspects of the quality of life in San José, and were asked to rate each on the same scale: as either “excellent,” “good,” “just average,” “poor,” or “extremely poor.” The results (shown in **Figure 2** below) are very consistent with last year’s survey. Few categories showed any significant change from last year in the proportion rating each item as “excellent” or “good.” One exception was “the safety of pedestrians crossing streets in your neighborhood;” the proportion rating pedestrian safety in San José as “good” or “excellent” increased from 53 percent to 59 percent.

FIGURE 2:
Rating of Individual Aspects of Quality of Life

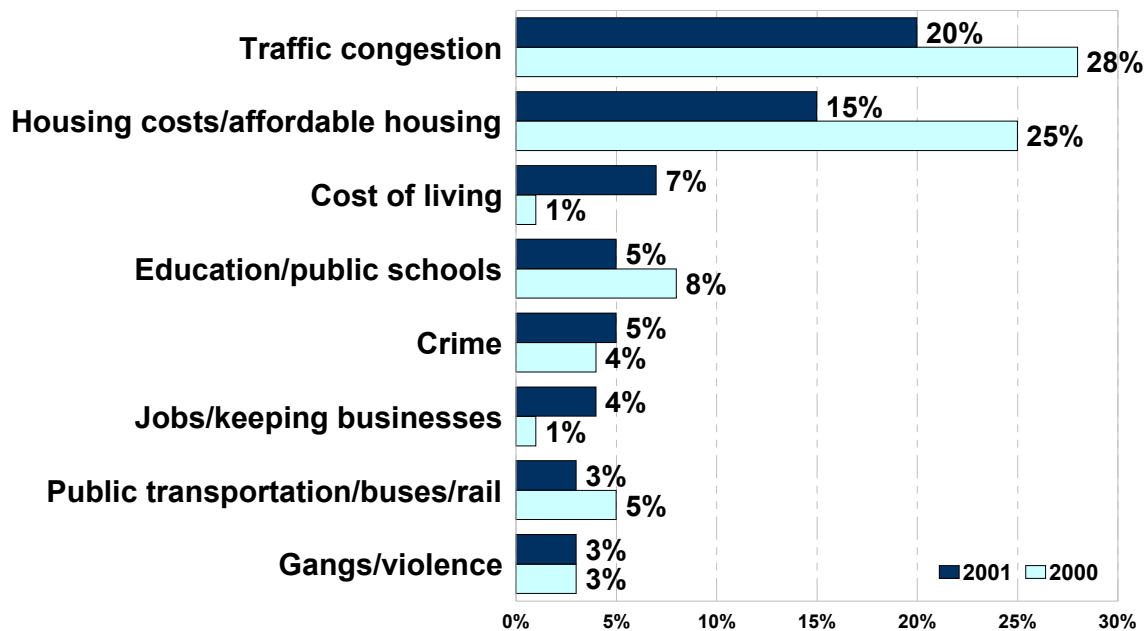
Item	TOTAL EXC./ GOOD	1-Yr. Change	Exc.	Good	Just Avg.	Poor	Ext. Poor	DK/NA
The appearance of local parks in or near your neighborhood	69%	+1%	17%	52%	21%	5%	1%	4%
The physical condition of trees along your neighborhood’s streets	69%	+2%	17%	52%	20%	7%	2%	2%
The physical attractiveness of residences and residential property	65%	-2%	14%	51%	27%	6%	1%	2%
The condition of your neighborhood’s streets	61%	+3%	11%	50%	25%	9%	3%	1%
The adequacy of street lighting	61%	+1%	12%	49%	23%	11%	3%	2%
The safety of pedestrians crossing streets in your neighborhood	59%	+6%	11%	48%	23%	12%	4%	1%
The physical condition of landscaping on street medians and other public areas in or near your neighborhood	58%	+1%	10%	48%	29%	9%	2%	2%
The quality of the air	55%	+1%	7%	48%	35%	9%	1%	1%
The physical attractiveness of commercial buildings	53%	0%	8%	45%	32%	8%	1%	6%
The availability of arts and cultural events in or near your neighborhood	45%	--	9%	36%	25%	16%	5%	9%
The number and variety of recreation programs	39%	+1%	8%	31%	25%	13%	5%	18%

Overall, residents remained highly pleased with each aspect of quality of life in San José. As was the case in 2000, a majority of those polled gave almost every item a positive rating of either “excellent” or “good.” There were only two exceptions: “the number and variety of recreation programs,” rated favorably by just 39 percent of those surveyed, and “the availability of arts and cultural events in or near your neighborhood,” a new item in this year’s survey rated positively by 45 percent of those polled. In the case of recreation programs, the low rating stems primarily from the fact that one in five residents do not know enough about such programs to offer an opinion. In the case of arts and cultural events, there is more ambivalence; a slim 46-percent plurality rates such programs as “just average,” “poor” or “extremely poor.”

1.2 ISSUE CONCERNS

As was the case in 2000, survey respondents were asked, in an open-ended question, to name the most serious issue that they would like San José's City government to address (see **Figure 3** below). "Traffic congestion" and "the cost of housing" remained the top two concerns, but by a far smaller margin than was the case in the 2000 survey. A 20-percent plurality cite traffic congestion as San José's biggest problem (down from 28 percent last year), while 15 percent name housing costs as the number one issue (down from 25 percent last year).

FIGURE 3:
The Most Serious Issue Facing City Government, 2000 and 2001
(Includes Only Responses Over 2%; Responses Grouped)



As concern over these two issues has receded, however, concern over economic issues appears to be increasing. Seven percent of those polled cited "the cost of living" as the areas biggest problem (up from one percent in the 2000 survey) and four percent named "jobs," or "keeping businesses" (also up from one percent). These economic issues are especially prominent concerns for renters, those who work outside San José, and those who have lived in the city for five to ten years.

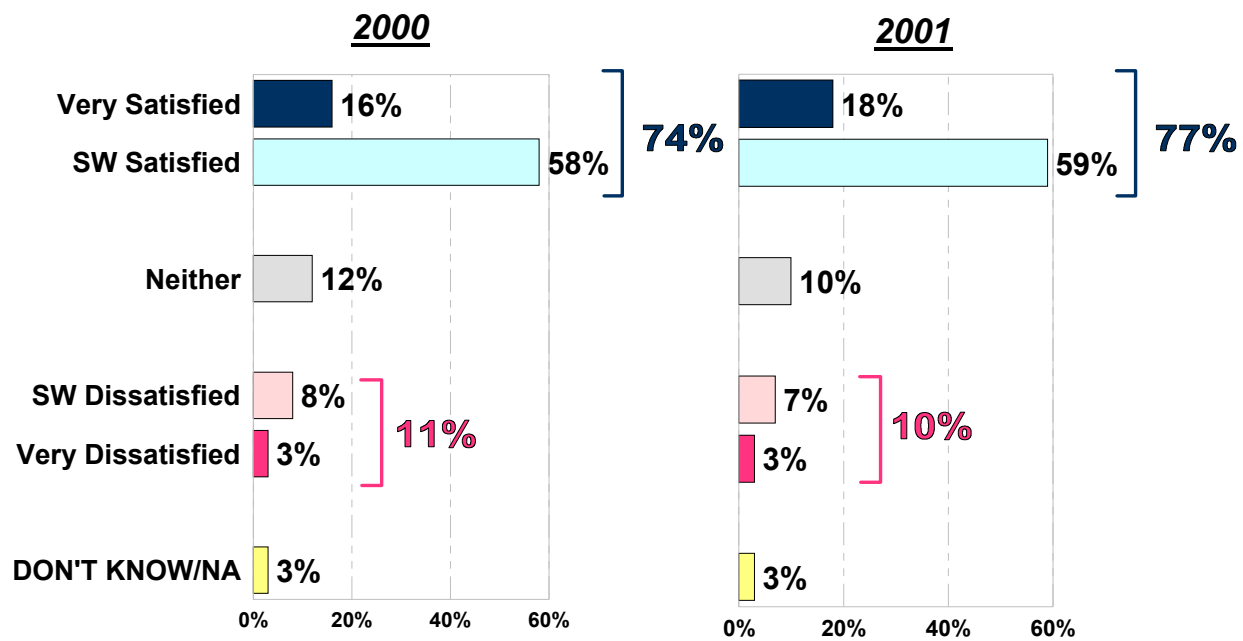
Renters and those who took the survey in a language other than English are among those who remain most concerned about housing costs in San José. Traffic congestion, on the other hand, was the leading concern for San José residents most likely to have to spend time on the road: those who work outside the City and those with high levels of income (who are more likely to be employed). Retirees, men over age 50, and white men are also particularly concerned about traffic. Homeowners (who have less reason to be concerned about housing costs) also tend to cite traffic as the city's most serious problem.

PART 2: PUBLIC ASSESSMENT OF CITY GOVERNMENT AND CITY SERVICES

2.1 OVERALL RATING OF THE QUALITY OF SAN JOSÉ'S CITY SERVICES

As illustrated in **Figure 4** below, three-quarters of San José residents remain satisfied with the quality of the services they receive from city government. Just one resident in ten is dissatisfied with the overall quality of City services, and ten percent take a neutral position. There has been no significant change in satisfaction with City services since the 2000 survey.

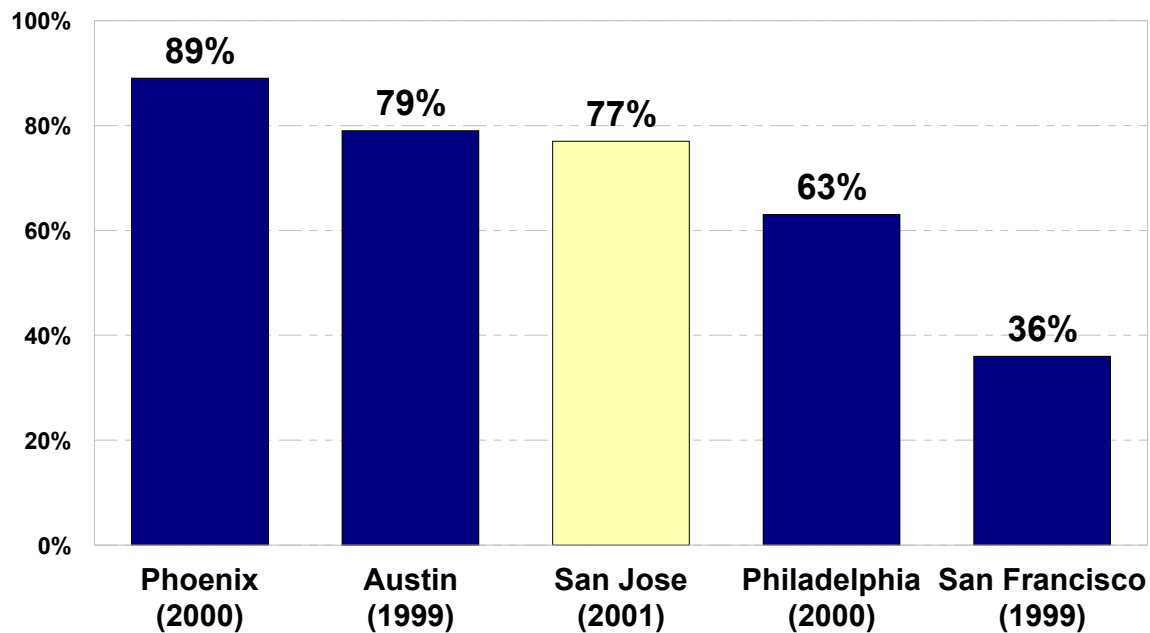
FIGURE 4:
Satisfaction with the Overall Quality of San José City Services, 2000 and 2001



Again, satisfaction with City services tends to cut across demographic subgroups within the City's population. There is no major subset of City residents among which even fifteen percent of those polled say that they are "dissatisfied" with the quality of City services, and there is no major group among which fewer than seventy percent express satisfaction.

The widespread satisfaction with San José's municipal services puts the City in good company. Compared with cities of roughly similar size that have recently conducted resident surveys (shown in **Figure 5** below), San José's satisfaction rating slightly trails Phoenix, but is not significantly different from the City of Austin, Texas, and is higher than Philadelphia and San Francisco. In addition, a 2000 survey of Oakland residents found 34 percent of its citizens were satisfied with municipal services; accordingly, San José's service satisfaction rating is more than double that of the other two largest Bay Area cities.

FIGURE 5:
Comparison of Satisfaction With San José City Services With Service Satisfaction in Other Cities, By Survey Year



2.2 RATINGS OF INDIVIDUAL SERVICES

San José residents remain as satisfied with the individual quality of specific City services as they are with the overall quality of those services. Survey respondents were read a list of 25 specific services provided by the City, very similar to the list of services that were included in the 2000 survey. Respondents were then asked to rate each on the same five-point scale used for many of the survey questions, ranging from “excellent” to “extremely poor.” As shown in **Figure 6**, the results were generally similar to those obtained in the 2000 survey. However, while ratings for a number of services increased significantly, only a handful showed declines in their positive ratings, and none of the declines were statistically significant.

FIGURE 6:
Evaluation of the Quality of Specific San José City Services, 2000 and 2001

Service	TOTAL EXC./ GOOD	1-Yr. Change	Exc.	Good	Just Avg.	Poor	Ext. Poor	DK/NA
Providing public library services	68%	+9%	19%	49%	18%	4%	2%	8%
Providing police protection in your neighborhood	67%	+4%	19%	48%	20%	6%	2%	4%
Providing fire prevention and protection	67%	+7%	15%	52%	19%	2%	1%	10%
Maintaining public parks in good physical condition	66%	+4%	15%	51%	23%	6%	1%	4%
Providing and maintaining bicycle lanes and paths	64%	+9%	11%	53%	22%	7%	1%	5%

FIGURE 6 (CONTINUED):

Service	TOTAL EXC./ GOOD	1-Yr. Change	Exc.	Good	Just Avg.	Poor	Ext. Poor	DK/NA
Redeveloping downtown San José as an attractive and economically viable city center	58%	+2%	16%	42%	23%	8%	3%	7%
Removing graffiti from buildings	57%	+7%	11%	46%	23%	9%	2%	9%
Maintaining streets in good physical condition	52%	+4%	9%	43%	29%	14%	3%	2%
Providing and maintaining sidewalks	52%	0%	10%	42%	30%	11%	4%	3%
Repairing and maintaining the sewer system	52%	+5%	7%	45%	23%	4%	2%	20%
Supporting high-quality arts and cultural events	51%	--	11%	40%	27%	7%	1%	14%
Enforcing building and safety codes to protect public health and safety	50%	-1%	8%	42%	24%	5%	2%	19%
Showing people how to conserve water	49%	+7%	11%	38%	27%	13%	4%	7%
Keeping schools safe	49%	+4%	10%	39%	27%	7%	3%	13%
Providing an adequate number and variety of outdoor special events	47%	+2%	10%	37%	27%	10%	2%	14%
Providing recreation opportunities and programs at city parks and recreation centers	45%	+1%	9%	36%	25%	10%	3%	17%
Attracting new business and residential development for run-down areas of the city	42%	+1%	6%	36%	26%	12%	3%	18%
Protecting the City's drinking water from contamination	41%	0%	8%	33%	23%	9%	3%	24%
Providing after-school programs for young people	38%	+4%	9%	29%	20%	9%	3%	30%
Protecting open space in San José	38%	+5%	7%	31%	28%	15%	6%	14%
Encouraging the development of child care programs	37%	+3%	7%	30%	22%	10%	2%	28%
Providing information and advice that help residents resolve neighborhood	35%	+2%	7%	28%	28%	11%	3%	22%
Offering programs to keep kids out of gangs	34%	+3%	8%	26%	22%	13%	4%	27%
Providing programs to help seniors that live on their own	34%	+2%	8%	26%	22%	10%	3%	31%
Managing city government finances	27%	+1%	3%	24%	26%	9%	3%	34%

Once again, ratings for each individual service are positive. As was the case in 2000, there is no service for which the proportion of respondents rating it “poor” or “extremely poor” exceeds the proportion rating it “excellent” or “good.” Public safety and park maintenance remain among the services with which residents are most content; however, the proportion rating public library services as “good” or “excellent” increased by nine points, to 68 percent, vaulting it past public safety to stand as the most favorably-viewed service in the City.

Other services which showed significant increases in their positive ratings since the 2000 survey included fire prevention and protection (up seven points to 67 percent), providing and maintaining bicycle lanes and paths (up nine percent to 64 percent), graffiti removal (up seven points to 57 percent), repairing and maintaining the sewer system in San José (up five points to 52 percent) and showing people how to conserve water (up seven points to 49 percent). Majorities also gave positive ratings to the City's work to redevelop downtown, maintain streets and sidewalks, and provide high-quality arts and cultural events (a new item in this year's survey).

As was the case in last year's survey, a number of services were rated as "excellent" or "good" by fewer than two out of five voters polled. In no case were these low positive ratings due to high negative ratings; generally, the low ratings stemmed once again from the fact that large numbers of respondents did not feel that they knew enough to evaluate a given service. This tendency led to lower positive and negative ratings for such services when compared to other services with which residents were more familiar.

To correct for this disparity in awareness, **Figure 6A** below recalculates the total proportion of "excellent" and "good" ratings for each service only among those respondents who offered an opinion (excluding those who said "don't know"). When the data is analyzed in this fashion, no service is rated as "good" or "excellent" by less than two out of five voters expressing an opinion. Moreover, only five services are rated as "good" or "excellent" by less than a majority of those surveyed.

FIGURE 6A:
Evaluation of the Quality of Specific San José City Services,
Among Those Expressing an Opinion

Service	TOTAL EXC./ GOOD	DK/NA
Providing public library services	74%	8%
Providing fire prevention and protection	74%	10%
Providing police protection in your neighborhood	70%	4%
Maintaining public parks in good physical condition	69%	4%
Providing and maintaining bicycle lanes and paths	67%	5%
Repairing and maintaining the sewer system	65%	20%
Removing graffiti from buildings	63%	9%
Redeveloping downtown San José as an attractive and economically viable city center	62%	7%
Enforcing building and safety codes to protect public health and safety	62%	19%
Keeping schools safe	56%	13%
Providing an adequate number and variety of outdoor special events	55%	14%
Providing and maintaining sidewalks	54%	3%
Providing recreation opportunities and programs at city parks and recreation centers	54%	17%
Protecting the City's drinking water from contamination	54%	24%
Providing after-school programs for young people	54%	30%
Maintaining streets in good physical condition	53%	2%
Supporting high-quality arts and cultural events	53%	14%
Showing people how to conserve water	53%	7%
Attracting new business and residential development for run-down areas of the city	51%	18%
Encouraging the development of child care programs	51%	28%

FIGURE 6A (CONTINUED):

Service	TOTAL EXC./ GOOD	DK/NA
Providing programs to help seniors that live on their own	49%	31%
Offering programs to keep kids out of gangs	47%	27%
Providing information and advice that help residents resolve neighborhood	45%	22%
Protecting open space in San José	44%	14%
Managing city government finances	41%	34%

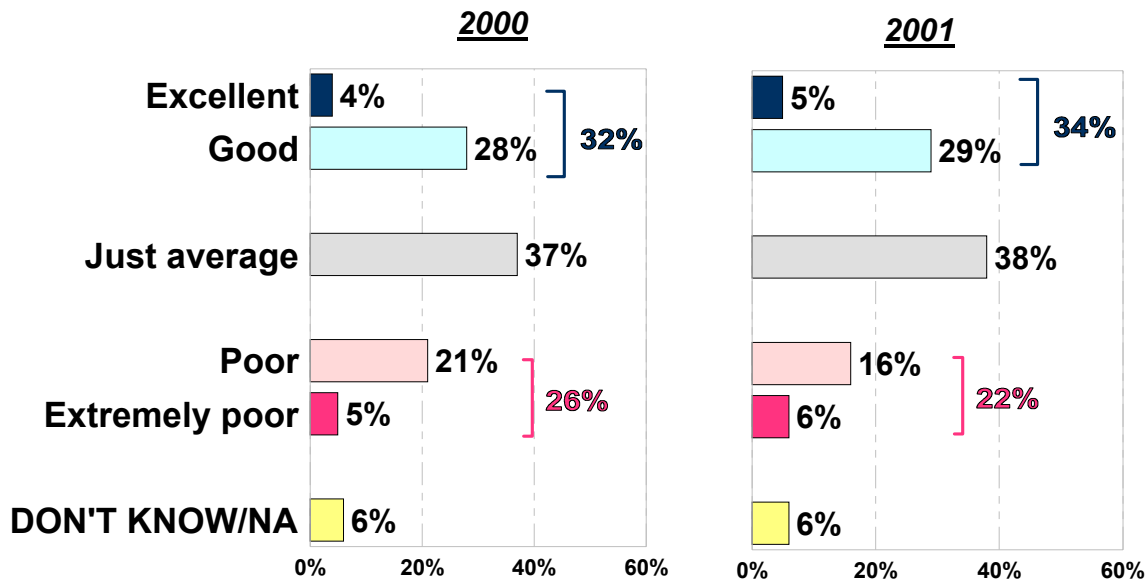
2.3 EVALUATIONS OF CITY POLICIES TO HANDLE POPULATION GROWTH

Continuing a trend that began in 2000, the service that received the highest negative ratings from San José residents was “protecting open space in San José.” More than one in five residents said that the City was doing a “poor” job of protecting open space, with an additional 28 percent saying that the City’s work in the area was “just average.” There has been some improvement in this area since last year, however; the proportion rating the City’s work in the area as “good” or “excellent” increased by five percent, to 38 percent. And unlike last year, there were no major demographic groups among which pluralities gave the City a negative rating for its work in protecting open space.

Nevertheless, residents clearly remain ambivalent about the City’s work in dealing with growth. To assess views on the issue of growth, survey respondents were once again asked the following question: “San José’s population has grown rapidly over the past decade and it continues to grow at a rapid pace. Thinking about San José’s city government today, how would you rate the job it is doing in handling continued rapid population growth and planning for the future?”

As shown in **Figure 7** below, attitudes among San José residents on the issue have changed very little since 2000. Residents remain divided; about one-third of those polled continue to give the City positive marks for its handling of growth, although just one in twenty thinking the City has done an “excellent” job. On the other hand, 22 percent rate the City’s handling of growth issues as “poor” or “extremely poor,” a slight decline from 26 percent in 2000. As was the case last year, a plurality of respondents say the City’s management of growth in San José has been “just average.” Those most pleased with the City’s handling of growth include residents who have lived in San José for five to 20 years, apartment renters, Latino women, and residents without a college education. There were no major demographic groups that stood out as giving the City particularly poor ratings on the issue.

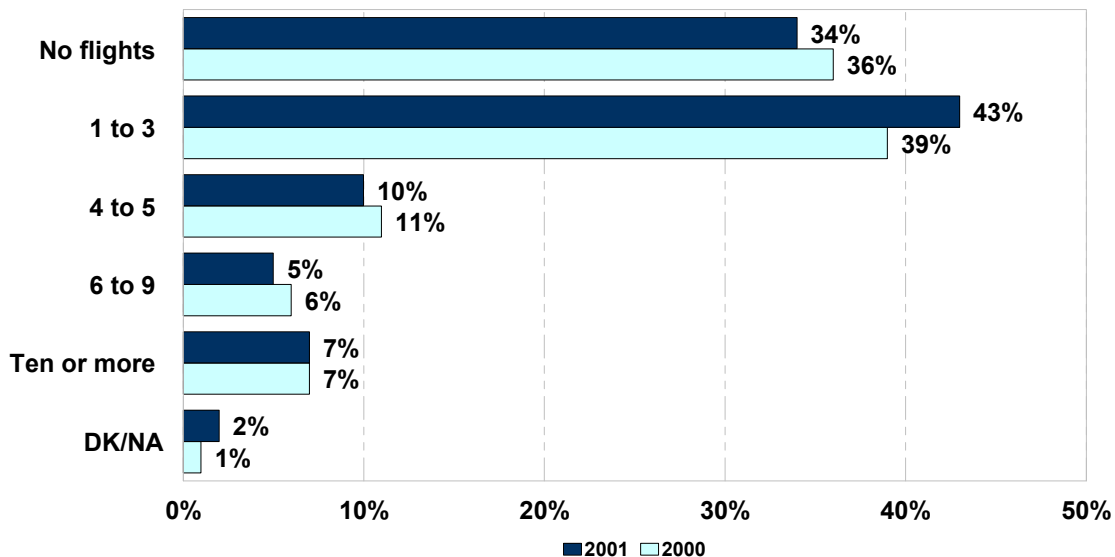
FIGURE 7:
Evaluation of City's Government's Handling of Growth, 2000 and 2001



2.4 RESIDENT USE OF THE SAN JOSÉ AIRPORT

Most San José residents say that they make use of the City's airport; as shown in **Figure 8** below, rates of airport usage were virtually unchanged from those identified in the 2000 survey. Almost two-thirds of city residents say they have flown into or out of San José in the past year. Of that number, more than half are relatively infrequent flyers, taking between one and three flights per year. About one-quarter of San José residents say that they take four or more flights through San José each year.

FIGURE 8:
Number of Flights to or From San José International Airport in Past Year, 2000 and 2001

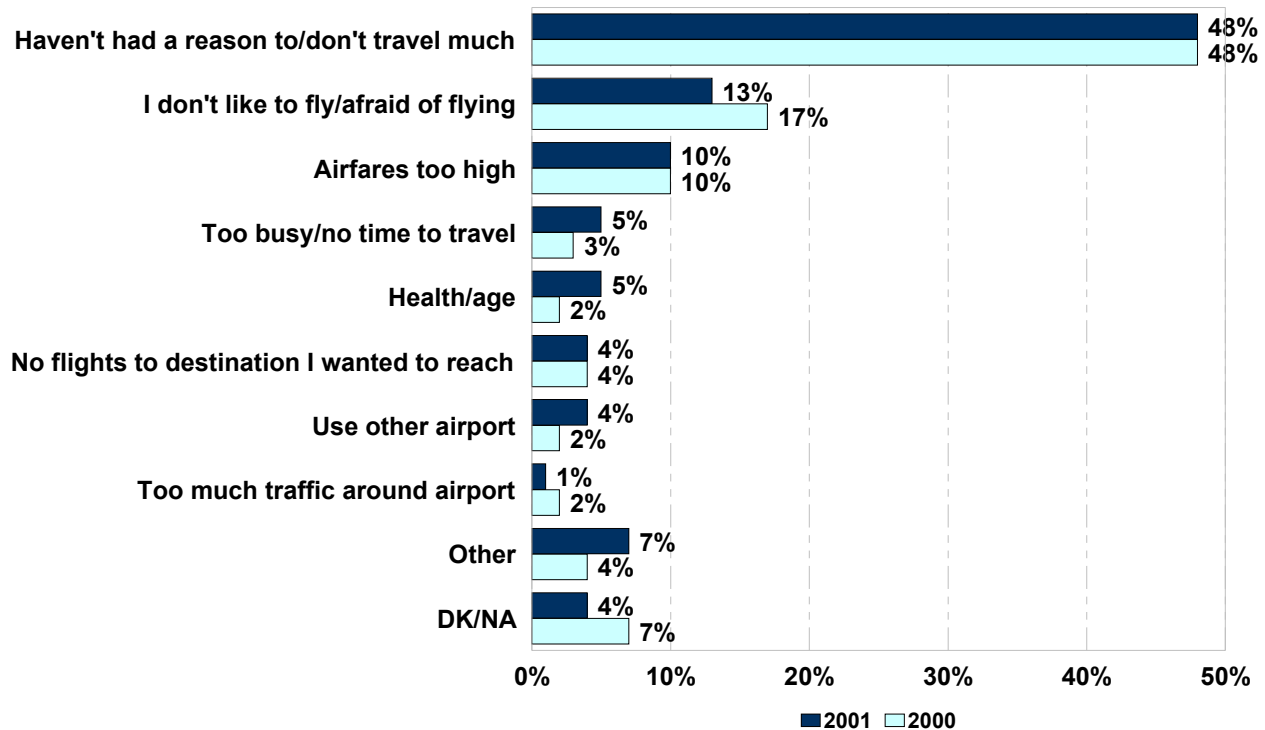


Once again, airport use was concentrated among those segments of San José’s population that are most likely to be employed or have relatively high incomes. Frequent users of San José International Airport include residents aged 40-64, homeowners, those who are employed full-time, and those with annual household incomes over \$60,000. They also tend to be disproportionately white, male, and over age 50.

Although the survey was taken just a few weeks after the events of September 11th, which have led to a nationwide downturn in air traffic, the question on airport usage referred to flights taken over the preceding year. As a result, the lasting effects of the terrorist attacks in New York and Washington on air traffic in San José will not be evident until the next survey.

As was the case in 2000, those who indicated that they had not flown out of the San José airport in the past year were asked to explain why not in a few words of their own. As shown in **Figure 9** below, the reasons have not changed significantly since last year. A clear plurality of these residents said they simply had not had any reason to fly during that time. Fear of flying was the next-most frequent response.

FIGURE 9:
Reasons for Not Flying from San José International Airport, 2000 and 2001
(Asked Among Those Who Have not Flown From San José in Past Year,
N=339 in 2001 and N=355 in 2000)



There has been a sharp increase since 2000 in the proportion of City residents who view the airport as “accessible.” While just 62 percent of those surveyed in 2000 said that the airport was easily accessible from their neighborhood, that proportion is up to 73 percent in this year’s survey.

2.5 EVALUATIONS OF SAN JOSÉ LIBRARIES

As discussed above in Section 2.2, residents are increasingly pleased with the overall quality of library services in San José. Fully 68 percent say that the City is doing an “excellent” or “good” job of “providing public library services,” the highest rating assigned to any of the 25 municipal services tested and an increase of nine points from the 2000 rating. In addition, these positive ratings continue to cut across demographic and geographic groups within San José.

Survey respondents were once again asked to evaluate a variety of more specific characteristics of San José public libraries, as illustrated below in **Figure 10**. The overall increase in ratings for the quality of library services is reflected in ratings for specific services as well; at least three out of five residents rate each listed characteristic of the libraries – including hours of operation and the variety and availability of collections -- as “good” or “excellent.” Ratings for each of these services increased by at least nine points when compared to the results of the 2000 survey.

FIGURE 10:
Evaluations of Library Services

Service	Year	TOTAL EXC./ GOOD	Exc.	Good	Just Average	Poor	Ext. Poor	DK/NA
The hours local branch libraries are open	2001	61%	16%	45%	16%	4%	2%	17%
	2000	51%	11%	40%	21%	6%	1%	20%
The variety of books and materials in the library’s collection	2001	60%	18%	42%	19%	4%	1%	16%
	2000	51%	14%	37%	22%	7%	2%	18%
The availability of books and materials in the library’s collection	2001	60%	18%	42%	18%	4%	1%	16%
	2000	50%	13%	37%	24%	7%	1%	18%

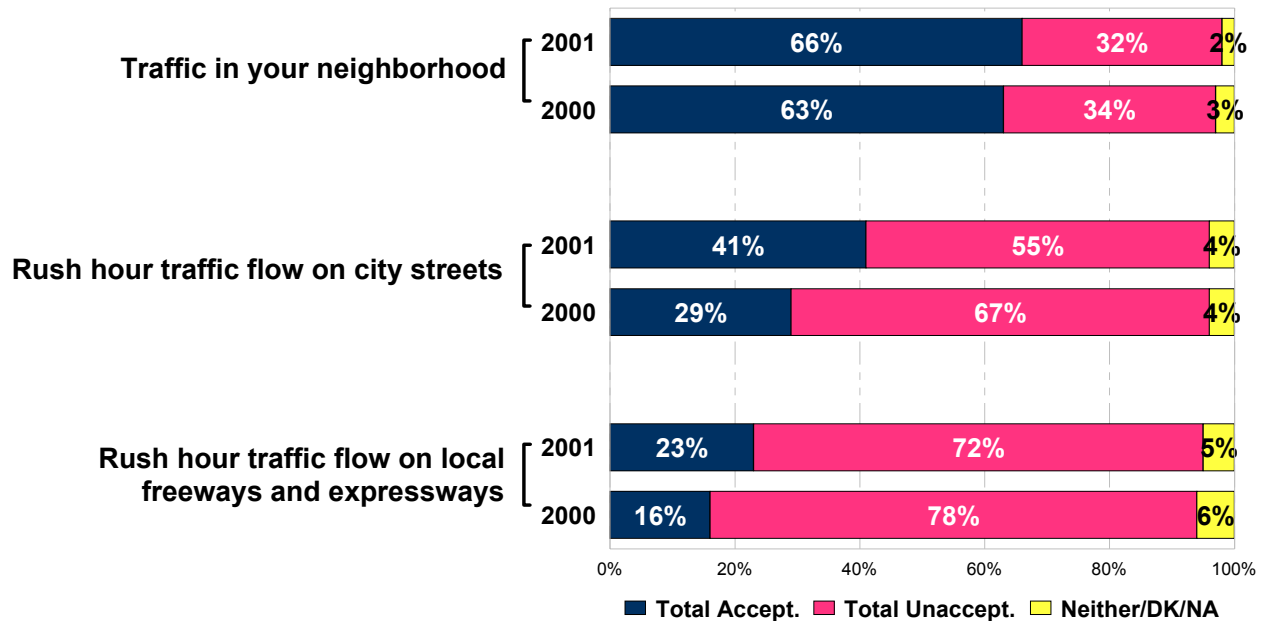
About one in six respondents did not know enough about library operations to rate these individual aspects of the library system; those least familiar with libraries tend to be seniors, retirees, and those without children living at home. In addition, Latinos tend to be more familiar with library services – and more positive in their evaluations of them – than are whites. Residents also continue to view San José libraries as extremely accessible. A total of 85 percent of those polled describe the public library system as “easily accessible” in their neighborhood, a four-point increase from 2000. Just nine percent say that the library system is “not easily accessible.”

2.6 TRAFFIC IN SAN JOSÉ

As detailed in Section 1.2 above, traffic congestion remains one of the leading concerns of San José residents, although concern appears to have declined somewhat in the past year. This decrease in concern was also evident in responses to a series of more specific questions about traffic flow on various types of thoroughfares in San José. As shown in **Figure 11**, respondents remain generally unconcerned with the flow of traffic in their neighborhoods; two-thirds labeled such traffic “acceptable,” as was the case in 2000. But while residents remain concerned about rush hour traffic on city streets (with a 55-percent majority labeling it “unacceptable”), concern in this area has eased notably since

2000. More than two out of five residents (41 percent of those polled) rate rush hour traffic flow on City streets as “acceptable,” a 12-point increase from 2000. Similarly, while nearly three-quarters of residents continue to label rush hour freeway traffic as “unacceptable,” the proportion calling it “acceptable has risen” seven points in the past year, from 16 percent to 23 percent. While traffic clearly remains a pressing concern for San José, there is evidence that the concern is easing slightly.

FIGURE 11:
Acceptability of Traffic Flow, 2000 and 2001



While most residents continue to be frustrated with rush hour traffic on major city streets and highways, they are increasingly likely to say that traffic in San José does not have a negative impact on their neighborhoods. As shown in **Figure 12** below, nearly three-quarters of residents say that the “impact of traffic in their neighborhood” is tolerable, up ten points from 63 percent in 2000. The proportion rating the impact of traffic as intolerable declined by an identical ten points, leading to a net twenty-point increase in the gap between those who rate traffic as tolerable and intolerable. Overall, there were no major demographic groups that stood out as more likely than others to rate the impact of traffic in their neighborhood as intolerable.

FIGURE 12:
Tolerability of the Impact of Neighborhood Traffic, 2000 and 2001

Response	2000	2001	Change
Completely Tolerable	17%	23%	+6%
Somewhat Tolerable	46%	50%	+4%
TOTAL TOLERABLE	63%	73%	+10%
Completely Intolerable	15%	11%	-4%
Somewhat Intolerable	20%	14%	-6%
TOTAL INTOLERABLE	35%	25%	-10%
Neither/Don't Know	2%	2%	0%

2.7 RESIDENT SUGGESTIONS FOR IMPROVING CITY SERVICES

Survey respondents were once again asked, in an open-ended question, to name “the most important thing the City of San José can do to improve City services for the people who live and/or work in San José.” **Figure 13** below presents the full list of answers that were provided, but the following were some of the broad categories into which the suggestions fell:

- **Transportation improvements** – About 28 percent of those polled called for some type of improvement to the City’s transportation system, including reductions in traffic flow, expansion of mass transit, road repairs, or parking improvements. Although this was the most frequently-mentioned area of concern, it represents a notable drop-off from 2000, when 42 percent of those polled called for some type of improvement to the transportation system.
- **Better communication with the public** – Roughly 16 percent of survey respondents asked for some type of improvement in the flow of information between the public and the city, whether in the form of town hall meetings, elimination of automated phone systems, or simply more interaction with neighborhoods. Improved communication appears to be a growing concern; just nine percent of those polled in 2000 called for better transmission of information between the City and residents.
- **Housing costs and availability** – Nine percent asked for action to limit housing prices or assist the homeless. Again, concern with housing appears to have dropped since last year, when fourteen percent of those surveyed asked for some type of City action on the issue.
- **Managing growth/protecting the environment and open space** – Eight percent of those surveyed said that they would like the city to do more to manage growth, protect open space, beautify the city, protect the environment, and provide park space.

- **Crime** – Six percent of those polled this year asked for more police patrols, neighborhood watch expansion, or general improvements in public safety.

FIGURE 13:
Resident Suggestions for Improving City Services
(Open-End, Responses Grouped)

Suggestion	% Suggesting
Traffic flow/reduce traffic congestion/improve traffic flow	16%
Housing prices/rent control	8%
Mass transit/BART/light rail/improve bus system	6%
Improve information resources/accessibility	6%
Roads (repair/expand)	4%
Youth issues (control gangs, youth activities, day care for children)	4%
Police patrol more frequently/instead of making new ones	4%
Plan for growth (housing, traffic patterns, population, etc.)	3%
Take care of the people/listen to the people	3%
Town hall meetings/let us know what they're doing/personal interaction with neighborhoods	3%
Schools (improve, build more)	2%
Beautification/city/neighborhood renovation/cleanup	2%
Improve city services (general)	2%
Jobs/better wages	2%
Stop/reduce development/preserve open space	1%
Hire more help/better employee training/friendlier employees	1%
Assistance for poor/homeless	1%
Infrastructure improvements/street lighting improvements	1%
Environment/air quality improvement/water control improvement	1%
Senior support activities	1%
Eliminate government corruption/special interest influence	1%
Parking improvements	1%
Library improvement/more libraries	1%
Recreation areas/more parks	1%
Enforce speed limits/ticket traffic violations	1%
Eliminate automated phone systems	1%
Less bureaucracy/improve efficiency	1%
Pay attention/do their best	1%
Cultural/arts funding/events/Activities	1%
Taxes/lower taxes	1%
Racial issues	1%
Neighborhood watch	1%
Everything	1%
Low crime/Improve safety	1%
Better trash collecting	0%
Don't need new city hall	0%
Reduce population	0%
More friendly to small businesses	0%
Adult activities/entertainment	0%
Fire department funding	0%
Improve airport	0%
Stagger work hours	0%

FIGURE 13 (COTNINUED):

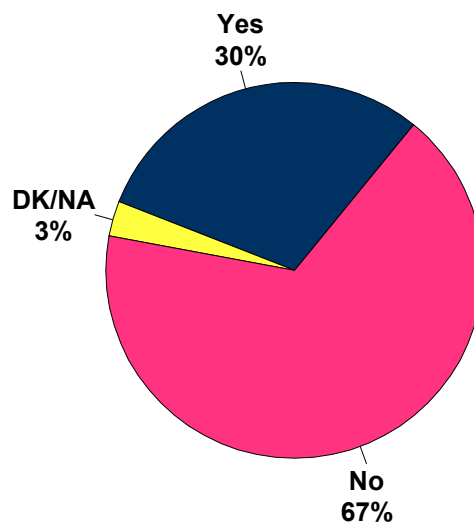
Suggestion	% Suggesting
Less government involvement	0%
Legalized marijuana	0%
Better health care	0%
Illegal immigration	0%
Better money management/Budgets	0%
Lower price of gas/Electricity	0%
Nothing/no problems	3%
Other	2%
DK/NA/Refused	11%

PART 3: PUBLIC IMPRESSIONS OF CITY EMPLOYEES AND DEPARTMENTS

3.1 CONTACT WITH CITY EMPLOYEES AND EVALUATIONS OF THEIR PERFORMANCE

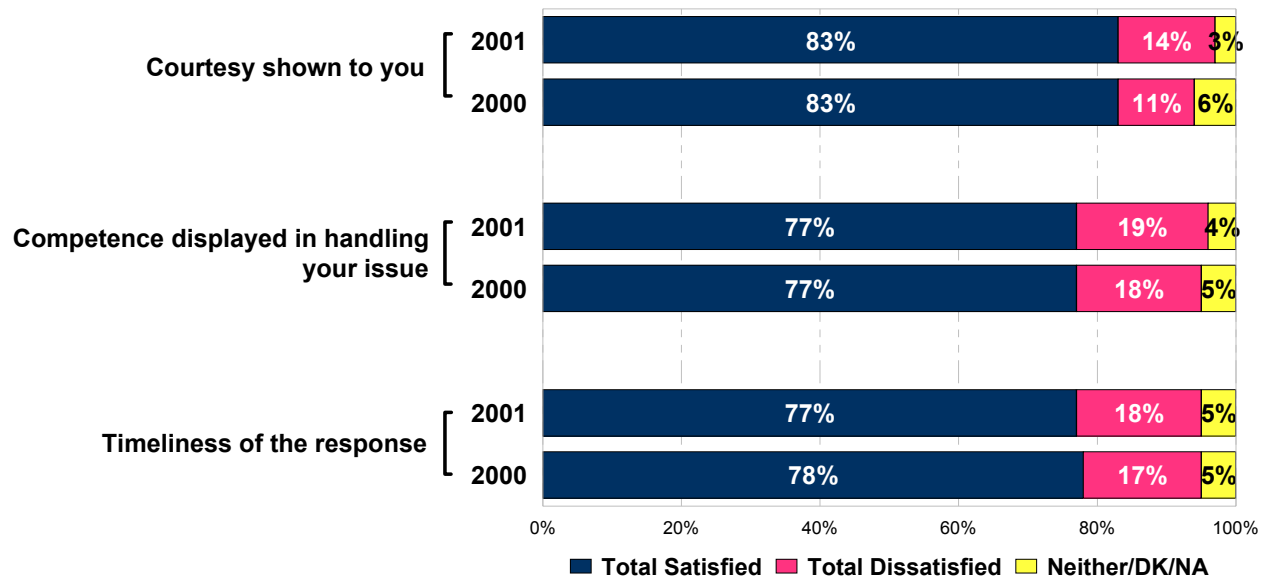
As illustrated in **Figure 14** below, about one-third of all San José residents report having had some contact with a City employee (other than a police officer) during the past two years. This proportion is virtually unchanged from that observed in the 2000 community survey. As was the case last year, those most likely to have had such contact include homeowners, whites, registered voters, and men over age 50. In addition, the likelihood of having contact with a City employee tends to increase in tandem with age, education, and income.

FIGURE 14:
Had Contact with San José City Employees in the Past Two Years



Those residents who have contacted the City continue to be quite pleased with the service they have received. As shown in **Figure 15** below, more than three-quarters of those who had contact with the City were “satisfied” with the courtesy, competence, and timeliness of the service they received, proportions nearly identical to those observed in 2000. At least 40 percent of those surveyed indicated that they were “very satisfied” with each individual aspect of the service they received, and satisfaction with these aspects of service from City employees once again cut across all demographic and geographic groups.

FIGURE 15:
Evaluation of City Employee Performance, 2000 and 2001
(Among Those Who Had Contact with Employees)



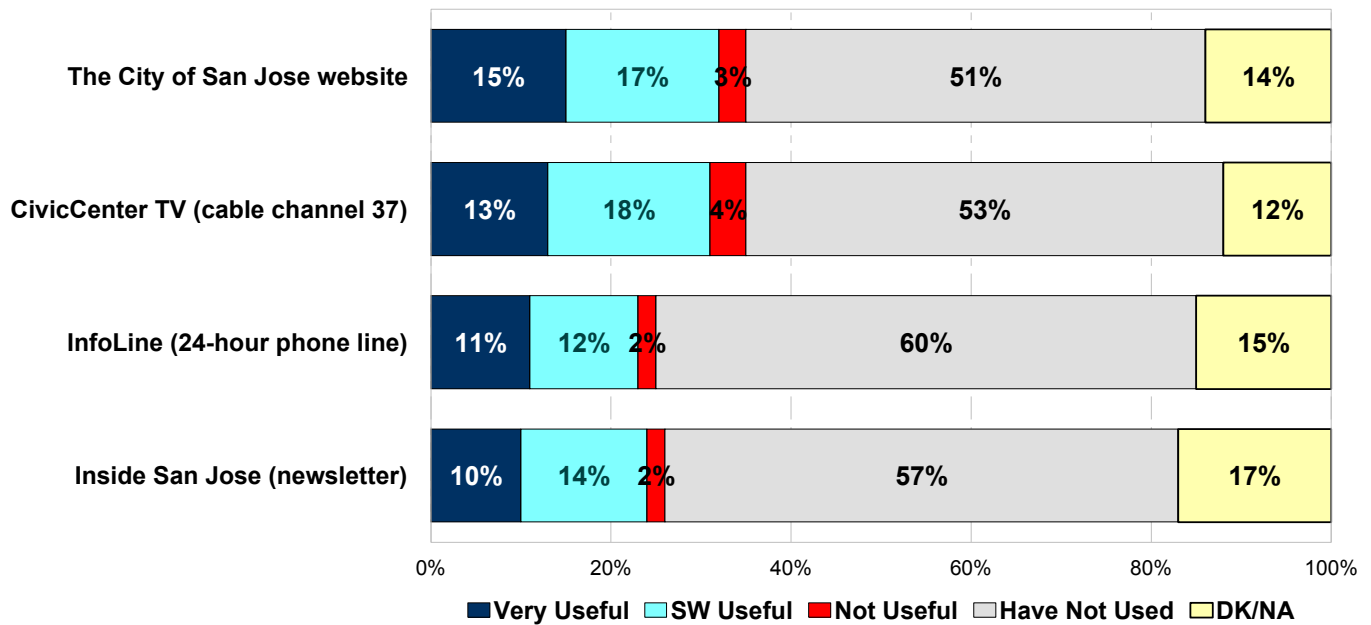
3.2 SOURCES OF INFORMATION ABOUT THE CITY OF SAN JOSÉ

A new question was added to this year's survey to gauge residents' use of a variety of sources of information provided by the City. Given that a significant number of citizens seek improved communication with the City (as discussed in Section 2.7) this is a particularly important issue to investigate.

Survey respondents were read a list of ways that the City provides information to local residents, and were asked if they had ever used each one. Those who had used it were then asked to rate its usefulness on a three-point scale: very useful, somewhat useful, or not useful. The results are shown in **Figure 16** below.

Overall, between one-quarter and one-third of those polled said that they had used each source of information, while majorities had not used each source. Generally speaking, the City's website and cable channel were more frequently used than Infoline and Inside San José. Those who had made use of each source of information tended to find it useful; only a very slim minority of those polled (no more than about one in ten users) indicated that any of the sources of information was "not useful."

FIGURE 16:
Evaluation of the Usefulness of Sources of Information From the City



In general, CivicCenter TV is used most often by renters, Latinos, those with incomes under \$20,000 per year, and those with a high school education or less. Inside San José is used most frequently by residents aged 50 to 64 and by those with household incomes under \$30,000 per year (even among these groups, however, only about one-third say that they have used the newsletter). There is little demographic variation in the use of InfoLine, although Latinos, those with incomes under \$20,000 per year, and those who work in San José are somewhat more likely than others to use it.

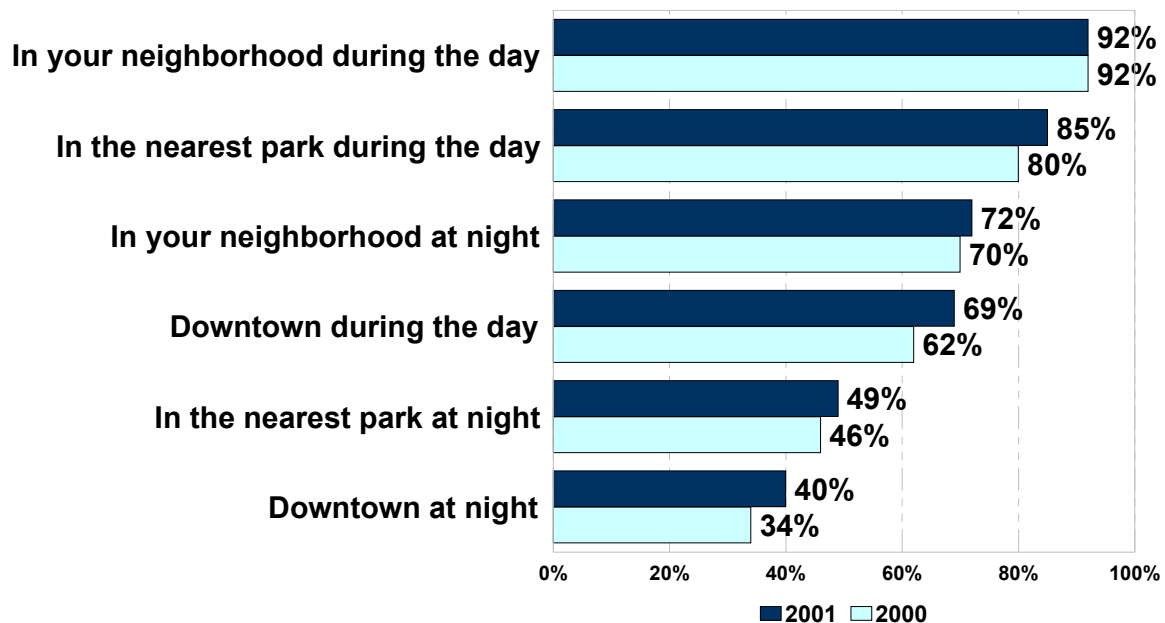
The profile of frequent users of the City's website is somewhat different, particularly in that website users tend to be significantly more affluent. Those most likely to have used the website include residents in their thirties, those who have lived in San José for four years or less, those with a college-education, and those with annual household incomes over \$75,000 per year.

PART 4: VIEWS OF PUBLIC SAFETY IN SAN JOSÉ

4.1 FEELINGS OF SAFETY

The results of this year's survey demonstrate that residents continue to feel safe in most parts of their communities. As illustrated in **Figure 17** below, more than nine out of ten residents say they feel safe during the day in their neighborhoods (as was the case in 2000), 85 percent feel safe during the day in the park closest to them (up from 80 percent last year), and nearly seven out of ten feel safe downtown during the day. Not surprisingly, feelings of safety are somewhat lower at night, with seven out of ten residents feeling safe in their neighborhoods, five out of ten feeling safe in the nearest park, and four out of ten feeling safe downtown.

FIGURE 17:
Proportions Who Say They Feel Safe Walking Around at Various Times and Places in San José, 2000 and 2001

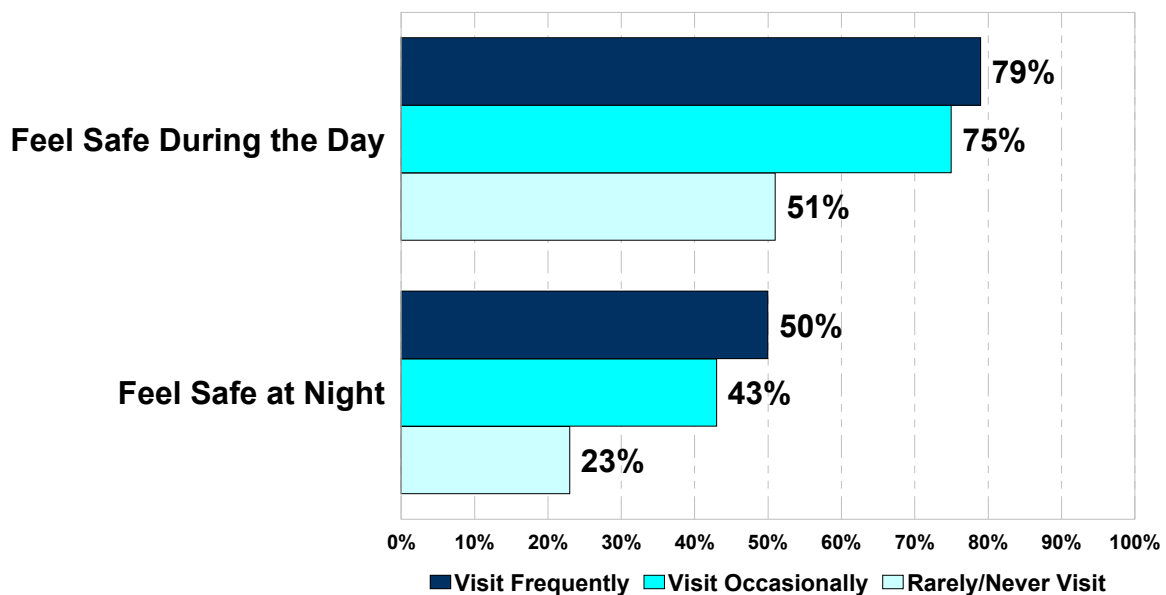


Continuing a trend observed in the 2000 survey results, feelings of nighttime safety are closely correlated to income and gender. Women are significantly less likely than men to feel safe in their neighborhoods at night, and residents with low levels of income are far less likely to feel safe than residents with high levels of income (which most likely reflects the geographic separation of neighborhoods by income). Thirty percent of those with household incomes under \$20,000 say they feel unsafe in their neighborhood at night, compared to just six percent of those with incomes over \$100,000 per year.

As was the case in last year's survey, the place and time where a significant proportion of residents regularly feel unsafe is downtown at night. Fully 47 percent of San José residents say that they feel unsafe downtown at night, and those most likely to have these feelings include women (especially Latinas), parents of school-aged children, and those with household incomes under \$60,000 per year.

Interestingly, a question added to this year’s survey suggests that feelings of a lack of safety downtown may be more an issue of perception than reality. Survey respondents were asked how often they visited downtown San José; a total of 30 percent said they visited frequently, 40 percent visited occasionally, and 30 percent rarely or never visited. As shown in **Figure 18**, there is a strong relationship between the time a resident spends downtown and their perceptions of the area’s safety; those who visit downtown frequently are the most likely to view it as safe (either during the day or at night), while those who rarely or never visit are by far the least likely to see the area as safe. This finding suggests that the more time a resident spends downtown, the more likely they are to feel safe there.

FIGURE 18:
Feelings of Safety Downtown by Frequency of Visits to the Area



Survey respondents were also asked to evaluate how safe they felt using a variety of modes of transportation in San José, as shown in **Figure 19** below. Clear majorities feel safe driving or being a pedestrian, but bicycling is another matter. Though almost one in four residents could not evaluate the safety of bicycling, one in five said they felt unsafe biking on San José streets.

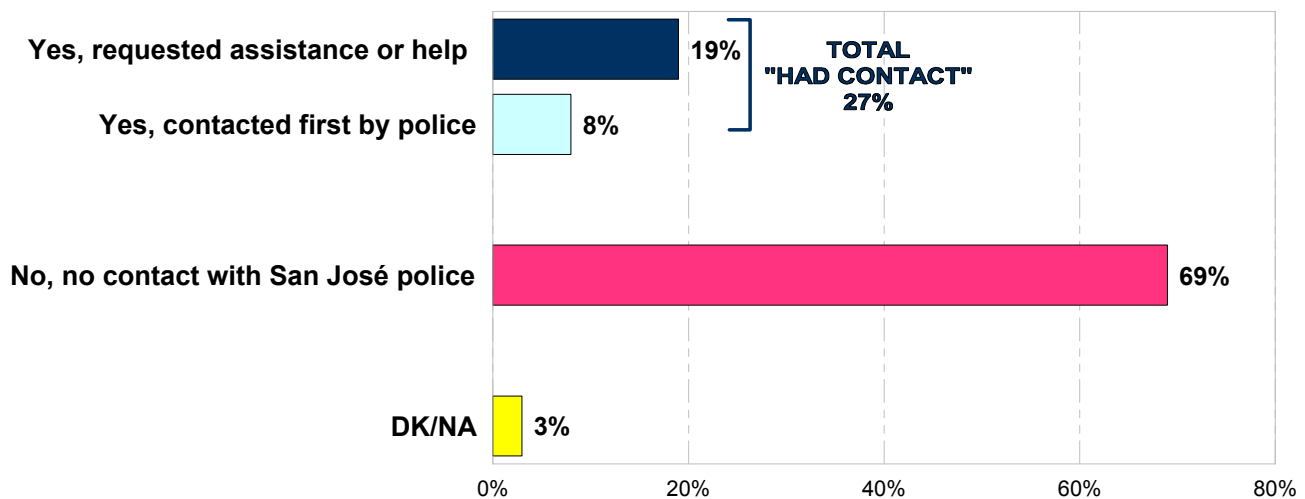
FIGURE 19:
Feelings of Safety Using Different Modes of Transportation

Modes of Transportation	Total Safe	Neither	Total Unsafe	DK/NA
Driving on San José streets	82%	5%	10%	4%
Being a pedestrian in San José	71%	6%	19%	4%
Bicycling in San José	49%	7%	20%	23%

4.2 CONTACT WITH SAN JOSÉ POLICE OFFICERS

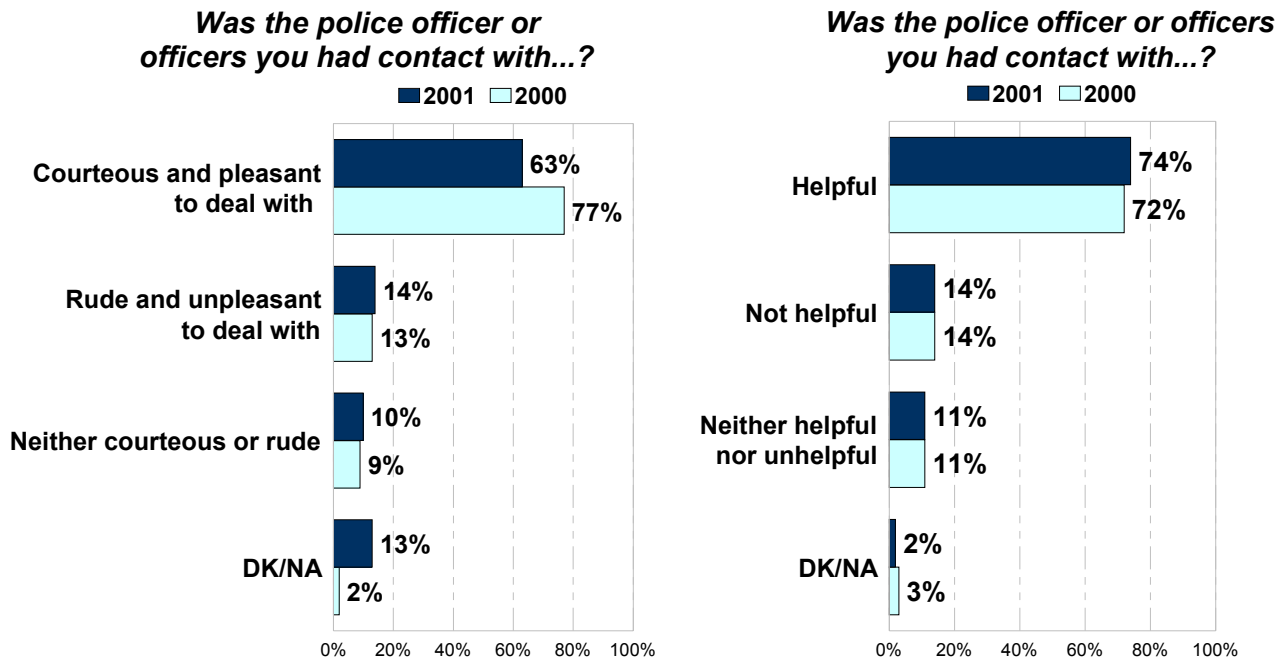
As illustrated in **Figure 20**, just over one in four San José residents indicate that they have had contact with a police officer in the past year (a figure virtually unchanged from 2000). Among that group, about two-thirds requested assistance from a police officer, while the other third were first contacted by the police – again, percentages very consistent with the 2000 survey results. Demographic distinctions on this question were relatively minor; those who have lived in San José for more than 20 years, those who work in the City, residents in their forties, Latino men, and those with a post-graduate education were more likely than others to have had some contact with the police.

FIGURE 20:
Contact with San José Police



Those residents who did have contact with the police continued to have very positive feelings about the experience. As shown in **Figure 21** below, roughly three-quarters of those who had contact with police agreed that the officers they spoke with were “helpful,” a proportion unchanged from 2000. There was a notable decline (from 77 percent to 63 percent), however, in the proportion of those who evaluated the officer they dealt with as “courteous and pleasant to deal with.” This decline would be more troubling were it not for the fact that there was no significant increase in the proportion that described the officers they encountered as “rude and unpleasant;” instead, there was a sharp increase in the proportion who declined to offer an evaluation. The results of this question should be evaluated carefully in future surveys to determine whether this trend continues.

FIGURE 21:
Evaluations of the Conduct of San José Police Officers, 2000 and 2001
(Among Those Who Had Contact With a Police Officer)



4.3 POLICE FAIRNESS AND THE INDEPENDENT POLICE AUDITOR

San José residents have an increasingly high opinion of the fairness of the local police force. As shown in **Figure 22**, seven out of ten residents believe that the San José Police Department (SJPD) treats members of the public fairly, up from 64 percent in the 2000 survey. The proportion who assert that the SJPD treats people unfairly has dropped from 17 percent to 13 percent in this year's survey, and only one resident in 25 says that the SJPD treats people "very unfairly." At least three out of five votes in every major demographic group in the city perceive the SJPD as fair in its treatment of the public.

FIGURE 22:
Views of The Fairness with Which the SJPD Treats the Public, 2000 and 2001

Response	2000	2001	Change
Very Fairly	26%	35%	+9%
Somewhat Fairly	38%	35%	-3%
TOTAL FAIRLY	64%	70%	+6%
NEITHER/DK	19%	17%	-2%
Very Unfairly	4%	4%	0%
Somewhat Unfairly	13%	9%	-4%
TOTAL UNFAIRLY	17%	13%	-4%

As was observed in the 2000 survey results, those most likely to view the SJPD as treating people unfairly include residents under 30, Latinos (especially men) and African-

Americans, and men without a college education. Once again, there are also correlations between education and income and the degree to which residents perceive the SJPD as treating people unfairly. As income and educational attainment rise, residents are increasingly less likely to see the SJPD as unfair.

Police conduct in San José is monitored by the Independent Police Auditor (IPA), and the survey included a number of questions designed to gauge resident awareness of and attitudes toward the IPA's activities. Overall, about 16 percent of those surveyed said they had seen or heard something about the IPA, a proportion not significantly different from that observed in the 2000 survey. Unlike last year, however, those who had contact with the police were far more likely to have heard of the IPA than those who had not. As shown in **Figure 23** below, the proportion of those who had contact with the police who had heard of the IPA rose from 18 percent to 26 percent. Given that this group is the target of the IPA's services, this finding suggests increasing awareness of the program among its potential customers.

FIGURE 23:
Awareness of IPA by Contact with Police, 2000 and 2001

Response Among Those With Police Contact	2000	2001	Change
Heard of IPA	18%	26%	+8%
Had Not Heard of IPA	82%	74%	-8%
Response Among Those with No Police Contact	2000	2001	Change
Heard of IPA	16%	12%	-4%
Had Not Heard of IPA	84%	88%	+4%

As a follow-up question, respondents were again asked (as they were in 2000) to evaluate the effectiveness of the IPA approach. Those who had heard of the IPA were asked whether they thought it had been effective in providing civilian oversight of the Police Department; those who had not heard of the IPA were given a brief description of the IPA, and were asked how confident they were that the agency could effectively provide oversight of the SJPD. The results are shown in **Figure 24** below.

FIGURE 24:
Evaluations of the IPA

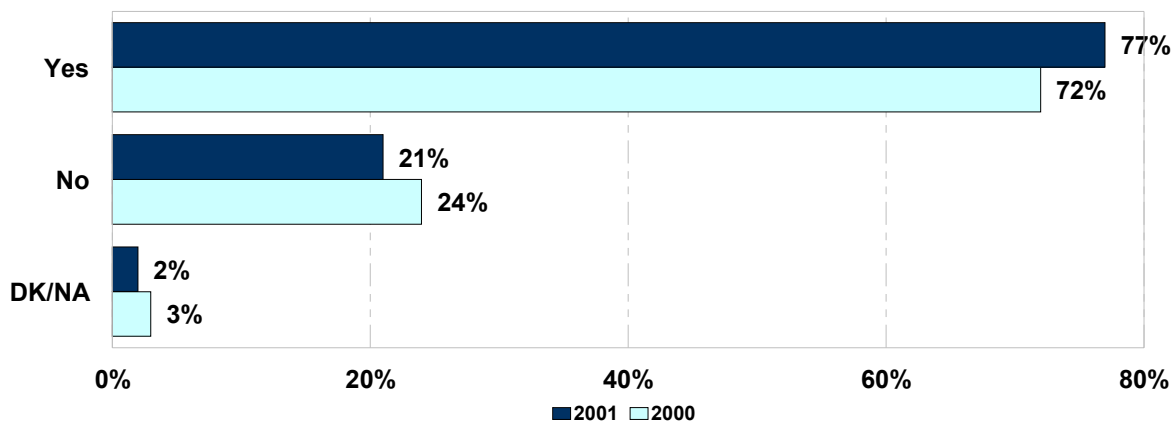
Total Heard of IPA (N=159)		Never Heard of IPA (N=841)	
Opinion	%	Opinion	%
Very Effective	19%	Very Confident	12%
Somewhat Effective	32%	Somewhat Confident	33%
TOTAL EFFECTIVE	51%	TOTAL CONFIDENT	45%
NEITHER/DK/NA	33%	NEITHER/DK/NA	43%
Very Ineffective	5%	Not at all Confident	4%
Somewhat Ineffective	10%	Not too Confident	9%
TOTAL INEFFECTIVE	15%	TOTAL NOT CONFIDENT	13%

The results of these questions were not significantly different from those obtained in 2000. Residents clearly support the IPA and its mission, whether or not they had previously heard anything about it. While many respondents declined to offer an opinion (one-third of those who had heard of the IPA and 43 percent of those who had not), those who did rated the IPA as effective, or said they had confidence in it, by more than a three-to-one margin. As was the case last year, however, the widespread lack of awareness of the IPA suggests that the agency could continue to benefit from further outreach to the community.

4.4 EMERGENCY PREPAREDNESS

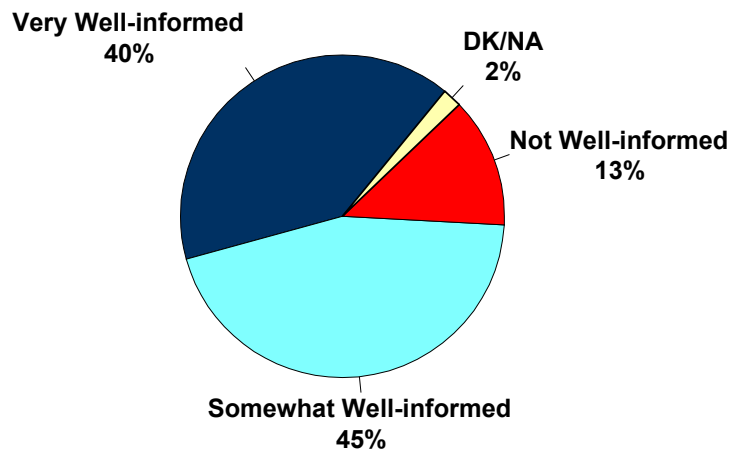
A growing majority of San José residents indicate that they are prepared for a natural disaster. In 2000 and again this year, survey respondents were asked whether, in the event of a natural disaster, their family would have sufficient food, water, and medical supplies to sustain themselves for 72 hours. More than three-quarters of those polled (77 percent) said that they had these supplies on hand, up from 72 percent in the 2000 survey (as shown below in **Figure 25**). The residents most likely to be prepared for an emergency tend to be retirees, residents over age 65, homeowners, college-educated residents, middle-income residents, and whites. On the other hand, those with lower rates of preparedness include apartment dwellers, residents in their thirties, Latinos (particularly women), women under age 50, and those with household incomes under \$30,000 per year. Those who took the survey in a language other than English were also less likely to have emergency supplies on hand.

FIGURE 25:
San José Residents with 72-Hour Supply of Food, Water and Medical Supplies,
2000 and 2001



A new question was added to this year's survey to gauge how well-informed city residents feel about what they should do in case of an emergency or disaster. As shown in **Figure 26** below, residents feel fairly confident that they know what they should do. A total of 85 percent consider themselves "well-informed," with 40 percent calling themselves "very well-informed." Just 13 percent indicate that they do not feel well-informed.

FIGURE 26:
Degree of Information About Emergency Activities



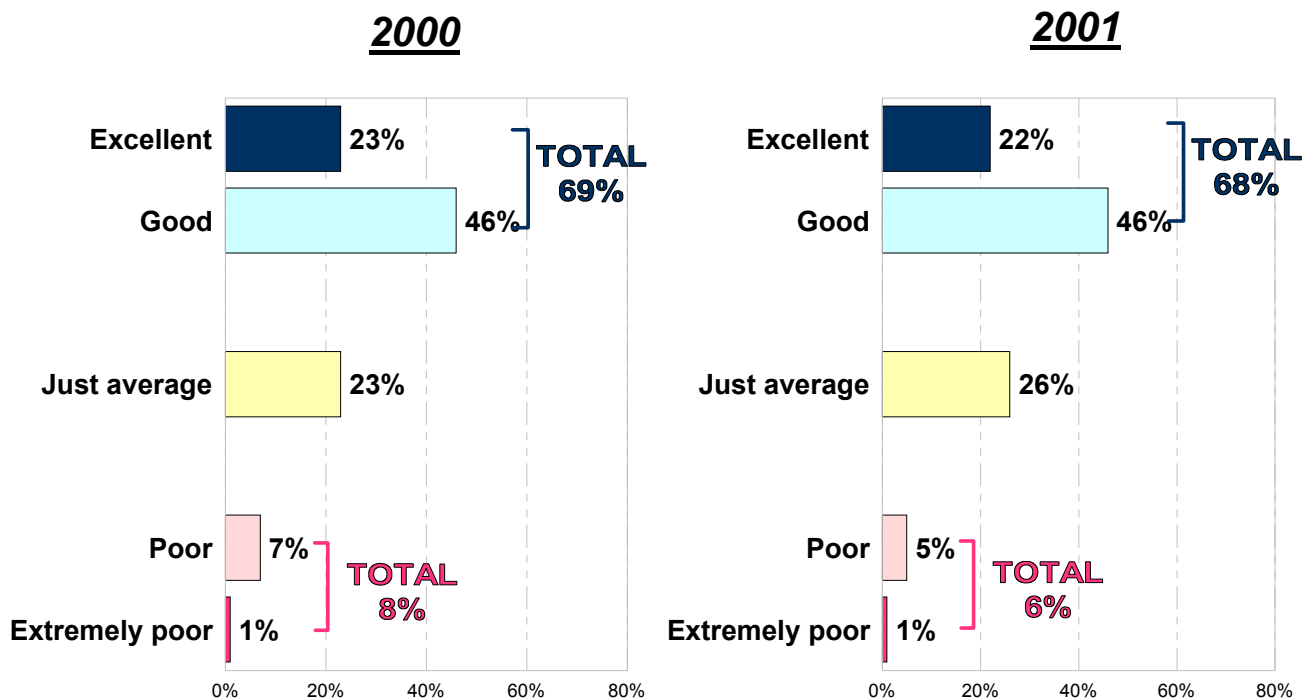
Those most likely to call themselves "very well-informed" include those who have had some contact with City employees in the past few years, those aged 40-64, whites, men over age 50, and those with household incomes over \$60,000 per year. Those who consider themselves "not well-informed" include renters, homemakers, those who have lived in the city for less than 10 years, Latinos, those with a high school education or less, those with annual household incomes under \$20,000, and those who chose to take the survey in a language other than English.

PART 5: THE PHYSICAL CONDITION OF SAN JOSÉ

5.1 CONDITIONS IN SAN JOSÉ NEIGHBORHOODS

San José residents remain generally pleased with the physical condition of their neighborhoods. In a question repeated from the 2000 survey, respondents were asked to picture their neighborhood, and then rate the “overall physical condition” of the neighborhood, including “houses and/or apartment buildings, front and back yards, shops, streets and sidewalks.” As shown in **Figure 27** below, nearly seven out of ten respondents rated the condition of their neighborhoods as either “excellent” or “good,” and fewer than one in ten rated it as “poor” or “extremely poor.” These proportions were virtually unchanged from the 2000 survey.

FIGURE 27:
Physical Condition of Your Neighborhood, 2000 and 2001



The results of this question by demographic group were just as consistent with the 2000 survey as were the overall numbers. Majorities of every significant demographic group rated the condition of their neighborhood as “excellent” or “good.” Once again, as household income increases residents’ evaluation of conditions in their neighborhood becomes more strongly positive. Residents over 50 remain more likely to rate their neighborhoods as “excellent” than are residents under 50. There was one notable change, however; Asian-American residents were more likely to rate their neighborhoods as “excellent” or “good” this year (74 percent) than they were last year (64 percent).

Survey respondents were also asked whether they believe that people in the neighborhood “share a sense of local community pride” or “do not care much about the local community.” As shown in **Figure 28** below, more than two-thirds of those surveyed

asserted that their neighbors have pride in the community, a slight three-percent increase from 2000. Only one-quarter of those polled say that their neighbors do not care about the community. Those most likely to fall into this group include demographic groups that tend not to have deep roots in the community, including renters, those who have lived in San José between five and ten years, residents under age 30, and residents with household incomes under \$20,000.

FIGURE 28:
Residents' Estimate of Their Neighbors' Community Pride, 2000 and 2001

Response	2000	2001	Change
Definitely have pride	33%	37%	+4%
Probably have pride	33%	32%	-1%
TOTAL HAVE PRIDE	66%	69%	+3%
Definitely do not care	8%	9%	+1%
Probably do not care	19%	16%	-3%
TOTAL DO NOT CARE	27%	25%	-2%
DON'T KNOW	7%	6%	-1%

While San José residents are generally pleased with conditions in their neighborhoods, they also believe that things are getting even better. As shown in **Figure 29**, more than two out of five residents indicated that the physical condition of their neighborhood had gotten better over the past year (a four percent increase from 2000), while just fourteen percent thought that it had gotten worse. An additional 43 percent said that conditions have generally remained the same, or declined to offer an evaluation.

FIGURE 29:
Change in Neighborhood Condition Over the Past Year, 2000 and 2001

Response	2000	2001	Change
Much Better	11%	13%	+2%
Somewhat Better	28%	30%	+2%
TOTAL BETTER	39%	43%	+4%
ABOUT THE SAME/DK	46%	43%	-3%
Much Worse	3%	4%	+1%
Somewhat Worse	12%	10%	-2%
TOTAL WORSE	15%	14%	-1%

5.2 CONDITION OF PUBLIC FACILITIES

As **Figure 30** illustrates, San José residents are increasingly pleased with the overall condition of the City’s public buildings. As they did in 2000, a majority of residents offering an opinion rated the condition of each facility as “excellent” or “good.” At the same time, there were notable increases in the proportions rating the condition of various facilities as “excellent;” most significantly, ratings of the condition of public library buildings rose eight points (to 68 percent), government offices by nine points (to 60 percent), and community centers by seven points (to 54 percent).

FIGURE 30:
Condition of Public Facilities in San José, 2000 and 2001

Facility	Year	TOTAL EXC./ GOOD	Exc.	Good	Just Avg.	Poor	Ext. Poor	DK/NA
Cultural facilities such as public theaters and museums	2001	71%	21%	50%	17%	3%	1%	9%
	2000	68%	17%	51%	19%	4%	1%	9%
City parks	2001	70%	16%	54%	22%	4%	0%	3%
	2000	67%	11%	56%	23%	5%	0%	4%
Public library buildings	2001	68%	18%	50%	21%	4%	0%	6%
	2000	60%	13%	47%	26%	6%	1%	8%
Government offices	2001	60%	11%	49%	21%	3%	1%	16%
	2000	51%	8%	43%	27%	3%	0%	18%
Community centers	2001	54%	11%	43%	23%	3%	1%	19%
	2000	47%	8%	39%	29%	5%	1%	18%

5.3 ACCESSIBILITY OF PUBLIC AMENITIES

Survey respondents were also asked to evaluate the accessibility of a variety of local amenities, both public and private, as illustrated in **Figure 31** below. Ratings for most items were virtually unchanged from 2000; residents continue to rate commercial establishments, including consumer services, restaurants, and retail shopping, as being the most accessible amenities in their area. City parks, libraries, schools, and public transit are also seen as highly accessible; in fact, two-thirds of those surveyed indicated that each item on the list was “accessible.”

FIGURE 31:
Resident Evaluations of Access to Public Amenities, 2000 and 2001

Amenity	TOTAL ACCESS.	1-Yr. Change	Very Access.	SW Access.	SW Inaccess.	Very Inaccess.	Neither/ DK
Basic consumer services like restaurants, retail stores, groceries, dry cleaning, and drug stores	92%	0%	58%	34%	3%	1%	4%
City parks	90%	+1%	57%	33%	5%	1%	5%
The City’s public library system	85%	+4%	53%	32%	7%	2%	7%
Local public schools	83%	+2%	49%	34%	3%	1%	13%
Public transit	80%	+1%	47%	33%	7%	2%	10%
Downtown San José	78%	--	39%	39%	10%	2%	10%
San José International Airport	73%	+11%	31%	42%	14%	6%	9%
Local trails and natural areas	69%	+4%	33%	36%	11%	5%	15%
City recreation services	66%	+3%	26%	40%	5%	2%	27%

As was the case last year, the only amenity that was seen as “inaccessible” by even one out of five respondents was San José International Airport. However, the proportion labeling the airport “inaccessible” dropped by six points – from 26 percent to 20 percent – while there was a striking 11-point increase in the proportion calling it “accessible.”

APPENDIX 1

Interviewer _____ Station _____

Time Began _____ Time Finished _____ Total Time _____

2001 CITY OF SAN JOSÉ RESIDENTS SURVEY
320-162WT
N=1000
FINAL

Hello, I'm _____ from FMA, a public opinion research company. We're conducting a public opinion survey about issues that interest residents of the City of San José. **(IF RESPONDENT REPLIES IN SPANISH OR VIETNAMESE, OR DESIRES TO SPEAK ONE OF THESE LANGUAGES, FOLLOW THE ESTABLISHED PROCEDURE FOR HANDING OFF TO AN INTERVIEWER WHO SPEAKS THE APPROPRIATE LANGUAGE.)** We are definitely not trying to sell anything, and we are only interested in your opinions. May I speak with the youngest adult in the household who is 18 years of age or older? **(IF NOT AVAILABLE, ASK:)** "May I speak to another adult in the household?"

1. I will not need to know your exact address, but in order to help me verify that you live within the boundaries of our interviewing area, could you please tell me what the ZIP code is for your current residence?

(RECORD ZIP CODE) _____

2. Do you live in the City of San José or in some other city?

San José----- 100%
 All other responses----- **TERMINATE**
 (DON'T KNOW/NA)----- **TERMINATE**

3. Generally speaking, how would you rate San José as a place to live: is it an excellent place to live, a good place to live, just average, poor, or an extremely poor place to live?

Excellent----- 23%
 Good ----- 53%
 Just average ----- 19%
 Poor ----- 4%
 Extremely poor ----- 1%
 (DON'T KNOW/NA)----- 0%

4. Next, what do you think is the most serious issue facing the residents of San José that you would like to see City government do something about? **(DO NOT READ OPTIONS-- OPEN-END)**

Blight/abandoned buildings -----	1%
Cable TV service -----	0%
Cost of living -----	7%
Crime -----	5%
Drugs -----	2%
Education/public schools -----	5%
Energy/power plants -----	1%
Environment/pollution -----	1%
Gangs/violence -----	3%
Garbage pick-up -----	0%
Government waste/inefficiency -----	1%
Growth and development -----	2%
Homelessness -----	2%
Housing – repair or condition -----	1%
Housing costs/affordable housing -----	15%
Immigration issues -----	1%
Jobs/keeping businesses -----	4%
Overcrowding/overpopulation -----	3%
Parking -----	1%
Public recreation -----	2%
Public transportation/buses/rail -----	3%
Recycling pick-up -----	0%
Revitalizing downtown -----	1%
Revitalizing neighborhoods -----	1%
Sewer maintenance -----	0%
Sidewalk repairs -----	0%
Speeding/unsafe traffic conditions -----	0%
Street lighting -----	0%
Street maintenance -----	3%
Taxes -----	1%
Traffic congestion -----	20%
Tree trimming -----	0%
Water supplies -----	0%
Airport Issues -----	0%
Police protection/More police -----	1%
Improve city service -----	0%
Racial issues -----	0%
Safety -----	1%
(DK/NA) -----	10%
(OTHER) (SPECIFY) _____	2%

5. Next, I would like you to picture in your mind the neighborhood in San José where you live. Would you say that the overall physical condition of your neighborhood – that is, the physical condition of the houses and/or apartment buildings, front and back yards, shops, streets and sidewalks – is generally **(READ RESPONSES)**

Excellent----- 22%
Good ----- 46%
Just average ----- 26%
Poor, or ----- 5%
Extremely poor ----- 1%
(DON'T KNOW)----- 0%
(NO ANSWER) ----- 0%

6. Thinking again about your neighborhood, would you say the physical condition of your neighborhood has gotten better or worse over the last year? **(IF BETTER/WORSE, ASK: Is that much BETTER / WORSE or just somewhat?)**

Much worse ----- 4%
Somewhat worse ----- 10%
(ABOUT THE SAME)----- 39%
Somewhat better----- 30%
Much better ----- 13%
(DON'T KNOW)----- 3%
(NO ANSWER) ----- 1%

7. Next, would you say that most people in the neighborhood in which you live share a sense of local community pride, or would you say most people in your neighborhood do not care much about the local community? **(IF HAVE PRIDE/NOT CARE, ASK: “Is that definitely or just probably?”)**

Definitely have pride ----- 37%
Probably have pride----- 32%
Probably do not care ----- 16%
Definitely do not care----- 9%
(DON'T KNOW/NA)----- 7%

8. Still keeping the focus on the San José neighborhood where you live, I am going to mention some items that have an effect on a neighborhood's overall quality of life. After I read each one, please tell me whether you would rate that particular item in your neighborhood as excellent, good, just average, poor, or extremely poor. Here is the first one...(ROTATE START)

	<u>EXCELL.</u>	<u>GOOD</u>	<u>JUST AVERAGE</u>	<u>POOR</u>	<u>EXT. POOR</u>	<u>DK/ NO OP.</u>
[]a. The quality of the air -----	7%	48%	35%	9%	1%	1%
[]b. The appearance of local parks in or near your neighborhood -----	17%	52%	21%	5%	1%	4%
[]c. The physical attractiveness of commercial buildings -----	8%	45%	32%	8%	1%	6%
[]d. The condition of your neighborhood's streets -----	11%	50%	25%	9%	3%	1%
[]e. The physical attractiveness of residences and residential property -----	14%	51%	27%	6%	1%	2%
[]f. The number and variety of recreation programs -----	8%	31%	25%	13%	5%	18%
[]g. The adequacy of street lighting -----	12%	49%	23%	11%	3%	2%
[]h. The physical condition of trees along your neighborhood's streets -----	17%	52%	20%	7%	2%	2%
[]i. The physical condition of landscaping on street medians and other public areas in or near your neighborhood -----	10%	48%	29%	9%	2%	2%
[]j. The safety of pedestrians crossing streets in your neighborhood -----	11%	48%	23%	12%	4%	1%
[]k. The availability of arts and cultural events in or near your neighborhood -----	9%	36%	25%	16%	5%	9%

9. Now I am going to mention different types of traffic flow in and around the City of San José. After I read each one, please tell me whether you consider that type of traffic flow to be moving at an acceptable or unacceptable pace. (IF ACCEPTABLE/UNACCEPTABLE, ASK: Is that completely ACCEPTABLE/ UNACCEPTABLE or just somewhat?)

	<u>COMP. UNACCEPT.</u>	<u>SMWHT UNACCEPT.</u>	<u>(DON'T READ) NEITHER</u>	<u>SMWHT ACCEPT.</u>	<u>COMP. ACCEPT.</u>	<u>DK/ NO OPIN.</u>
[]a. Traffic in your neighborhood -----	12%	20%	2%	43%	23%	0%
[]b. Rush hour traffic flow on city streets -----	26%	29%	3%	34%	7%	2%
[]c. Rush hour traffic flow on local freeways and expressways -----	42%	30%	3%	18%	5%	2%

10. Overall, would you say that the impacts of traffic in your neighborhood are tolerable or intolerable? **(IF TOLERABLE/INTOLERABLE, ASK: "Is that completely or just somewhat (tolerable/intolerable?")**

Completely tolerable-----23%
 Somewhat tolerable-----50%
 Somewhat intolerable-----14%
 Completely intolerable -----11%
 (DON'T READ) Neither -----1%
 (DON'T READ) DON'T KNOW -----1%

**NOW I WOULD LIKE TO ASK YOU ABOUT SOME OF THE SERVICES SAN JOSÉ'S
CITY GOVERNMENT PROVIDES TO ITS RESIDENTS.**

11. First, thinking about the overall quality of the services provided by the City of San José, would you say that you are..? **(READ LIST)**

Very satisfied -----18%
 Somewhat satisfied -----59%
 Neither satisfied nor dissatisfied -----10%
 Somewhat dissatisfied, or -----7%
 Very dissatisfied-----3%
 (DON'T KNOW/NA)-----3%

12. Now let me ask you about some specific services provided by San José's City government. After I mention each one, please tell me how you would rate the job being done by the City in providing that service. Is it excellent, good, just average, poor, or extremely poor? If you have no opinion or don't know about a service I mention to you, you can tell me that too. Here is the first one... **(ROTATE START)**

**JUST
EXCELL. GOOD AVG. EXT. DK/
POOR POOR NO OP.**

- | | | | | | | | | | | | | |
|-------|--|-----|-------|-----|-------|-----|-------|-----|-------|----|-------|-----|
| []a. | Showing people how to conserve water----- | 11% | ----- | 38% | ----- | 27% | ----- | 13% | ----- | 4% | ----- | 7% |
| []b. | Maintaining streets in good physical condition --- | 9% | ----- | 43% | ----- | 29% | ----- | 14% | ----- | 3% | ----- | 2% |
| []c. | Providing and maintaining sidewalks----- | 10% | ----- | 42% | ----- | 30% | ----- | 11% | ----- | 4% | ----- | 3% |
| []d. | Managing city government finances----- | 3% | ----- | 24% | ----- | 26% | ----- | 9% | ----- | 3% | ----- | 34% |
| []e. | Providing recreation opportunities and
programs at city parks and recreation centers ---- | 9% | ----- | 36% | ----- | 25% | ----- | 10% | ----- | 3% | ----- | 17% |
| []f. | Maintaining public parks in good physical
condition ----- | 15% | ----- | 51% | ----- | 23% | ----- | 6% | ----- | 1% | ----- | 4% |
| []g. | Providing police protection in your
neighborhood----- | 19% | ----- | 48% | ----- | 20% | ----- | 6% | ----- | 2% | ----- | 4% |
| []h. | Protecting the City's drinking water
from contamination----- | 8% | ----- | 33% | ----- | 23% | ----- | 9% | ----- | 3% | ----- | 24% |
| []i. | Repairing and maintaining the sewer
system ----- | 7% | ----- | 45% | ----- | 23% | ----- | 4% | ----- | 2% | ----- | 20% |
| []j. | Providing public library services ----- | 19% | ----- | 49% | ----- | 18% | ----- | 4% | ----- | 2% | ----- | 8% |
| []k. | Providing after-school programs for
young people ----- | 9% | ----- | 29% | ----- | 20% | ----- | 9% | ----- | 3% | ----- | 30% |

		<u>EXCELL.</u>	<u>GOOD</u>	<u>JUST</u> <u>AVG.</u>	<u>POOR</u>	<u>EXT.</u> <u>POOR</u>	<u>DK/</u> <u>NO OP.</u>
[]l.	Providing an adequate number and variety of outdoor special events -----	10%	37%	27%	10%	2%	14%
[]m.	Protecting open space in San José-----	7%	31%	28%	15%	6%	14%

13. Next, San José's population has grown rapidly over the past decade and it continues to grow at a rapid pace. Thinking about San José's City government today, how would you rate the job it is doing in handling continued rapid population growth and planning for the future? Would you say that City government is doing an...? **(READ RESPONSES)**

Excellent-----5%
 Good -----29%
 Just average -----38%
 Poor, or -----16%
 Extremely poor job -----6%
(DON'T KNOW/NA)-----6%

14. Now let me ask you about a few more of the specific services provided by San José's City government. After I mention each one, please tell me how you would rate the job being done by the City in providing that service. Is it excellent, good, just average, poor, or extremely poor? If you have no opinion or don't know about a service I mention to you, you can tell me that too. Here is the first one... **(ROTATE START)**

		<u>EXCELL.</u>	<u>GOOD</u>	<u>JUST</u> <u>AVERAGE</u>	<u>POOR</u>	<u>EXT.</u> <u>POOR</u>	<u>DK/</u> <u>NO OP.</u>
[]n.	Offering programs to keep kids out of gangs-----	8%	26%	22%	13%	4%	27%
[]o.	Providing programs to help seniors that live on their own-----	8%	26%	22%	10%	3%	31%
[]p.	Removing graffiti from buildings-----	11%	46%	23%	9%	2%	9%
[]q.	Supporting high-quality arts and cultural events-----	11%	40%	27%	7%	1%	14%
[]r.	Providing and maintaining bicycle lanes and paths-----	11%	53%	22%	7%	1%	5%
[]s.	Enforcing building and safety codes to protect public health and safety-----	8%	42%	24%	5%	2%	19%
[]t.	Providing fire prevention and protection-----	15%	52%	19%	2%	1%	10%
[]u.	Providing information and advice that help residents resolve neighborhood issues on their own-----	7%	28%	28%	11%	3%	22%
[]v.	Attracting new business and residential development for run-down areas of the city-----	6%	36%	26%	12%	3%	18%
[]w.	Keeping schools safe-----	10%	39%	27%	7%	3%	13%
[]x.	Encouraging the development of child care programs-----	7%	30%	22%	10%	2%	28%
[]y.	Redeveloping downtown San José as an attractive and economically viable city center ---	16%	42%	23%	8%	3%	7%

15. Now let me ask you to rate the physical condition of some of San José's public facilities. After I mention a particular facility, please tell me whether you would rate its condition as excellent, good, just average, poor, or extremely poor? If you have no opinion or don't know about a facility I mention to you, you can tell me that too. Here is the first one... **(ROTATE START)**

	<u>EXCELL.</u>	<u>GOOD</u>	<u>JUST AVERAGE</u>	<u>POOR</u>	<u>EXT. POOR</u>	<u>DK/ NO OP.</u>
[]a. City parks -----	16%	54%	22%	4%	0%	3%
[]b. Public library buildings -----	18%	50%	21%	4%	0%	6%
[]c. Community centers -----	11%	43%	23%	3%	1%	19%
[]d. Government offices -----	11%	49%	21%	3%	1%	16%
[]e. Cultural facilities such as public theaters and museums -----	21%	50%	17%	3%	1%	9%

16. Now I would like to return your attention to your own particular San José neighborhood. Please tell me whether each of the following public or private facilities or services is easily accessible or not to people living in your neighborhood. **(IF EASILY ACCESSIBLE, ASK: "Is that very accessible or just somewhat?") (IF NOT ACCESSIBLE, ASK: "Is that not too or not at all accessible?")** If you have no opinion or don't know about the accessibility of the facility or service I mention, you can tell me that too. Here is the first one... **(ROTATE START)**

	<u>VERY EASILY ACCESS.</u>	<u>SMWHT. EASILY ACCESS.</u>	<u>(DON'T READ) NEITHER</u>	<u>NOT TOO EASILY ACCESS.</u>	<u>NOT AT ALL ACCESS.</u>	<u>DK/ NO OPIN.</u>
[]a. The City's public library system -----	53%	32%	1%	7%	2%	6%
[]b. City parks -----	57%	33%	2%	5%	1%	3%
[]c. Local trails and natural areas -----	33%	36%	3%	11%	5%	12%
[]d. Public transit -----	47%	33%	4%	7%	2%	6%
[]e. Local public schools -----	49%	34%	4%	3%	1%	9%
[]f. San José International Airport -----	31%	42%	4%	14%	6%	5%
[]g. City recreation services -----	26%	40%	6%	5%	2%	21%
[]h. Basic consumer services like restaurants, retail stores, groceries, dry cleaning, and drug stores -----	58%	34%	3%	3%	1%	1%
[]i. Downtown San José -----	39%	39%	5%	10%	2%	5%

17. How often would you say that you visit downtown San José; frequently, occasionally, rarely, or never?

Frequently -----	30%
Occasionally -----	40%
Rarely -----	26%
Never -----	3%
(DON'T READ) DK/NA -----	0%

MY NEXT QUESTIONS ARE ABOUT SAN JOSÉ'S CITY PUBLIC LIBRARY SYSTEM.

18. First, I am going to mention different aspects of the City of San José's Public Library system. After I read each one, please tell me whether you would rate that aspect of the Library System's operations as excellent, good, just average, poor or extremely poor. If you have no opinion or don't know, you can tell me that too. Here is the first one... **(ROTATE START)**

	<u>EXCELL.</u>	<u>JUST GOOD</u>	<u>AVERAGE</u>	<u>EXT. POOR</u>	<u>DK/ POOR</u>	<u>NO OP.</u>
[]a. The hours local branch libraries are open -----	16%	45%	16%	4%	2%	17%
[]b. The availability of books and materials in the library's collection -----	18%	42%	18%	4%	1%	16%
[]c. The variety of books and materials in the library's collection -----	18%	42%	19%	4%	1%	16%

NOW I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT
THE SAN JOSÉ INTERNATIONAL AIRPORT.

19. First, over the past year, have you taken any airplane flights that departed from or arrived at San José International Airport? **(IF YES, ASK: "About how many was that?" READ PROMPTS IF NECCESSARY)**

No flights-----**(ASK Q20)**--34%
 1 to 3 -----**(SKIP TO Q21)**--43%
 4 to 5 -----**(SKIP TO Q21)**--10%
 6 to 9 -----**(SKIP TO Q21)**--5%
 Ten or more -----**(SKIP TO Q21)**--7%
(DON'T READ) DK/NA --- **(SKIP TO Q21)**--2%

(IF "NO FLIGHTS" IN Q19, ASK Q20)

20. In a few words of your own, what is the main reason you have not taken any flights to or from San José International Airport? **(OPEN-END. DO NOT READ PRE-CODED RESPONSES. RECORD "OTHER" VERBATIM ANSWER BELOW. MULTIPLE RESPONSES OK)**

I don't like to fly/afraid of flying ----- 13%
 Just haven't had a reason to fly at all in the past year----- 28%
 No flights to destination I wanted to reach -----4%
 Too hard to park -----1%
 Too much traffic around airport-----1%
 Airfares too high----- 10%
 Use other airport-----4%
 Too busy/no time to travel -----5%
 Health/age -----5%
 Would rather drive -----5%
 Just don't travel much ----- 20%
 Other **(SPECIFY BELOW)** -----2%
(DON'T READ) DK/NA-----4%

(RESUME ASKING ALL RESPONDENTS)

**NOW I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT
PUBLIC SAFETY IN SAN JOSÉ.**

21. First, can you tell me how safe you feel during the day when walking _____? Do you feel safe, unsafe, or neither safe nor unsafe? **(IF SAFE/UNSAFE, ASK: Is that very SAFE/UNSAFE or just somewhat?) (READ LIST)**

		<u>VERY SAFE</u>	<u>SOMEWHAT SAFE</u>	<u>(NEITHER SAFE NOR UNSAFE)</u>	<u>SOMEWHAT UNSAFE</u>	<u>VERY UNSAFE</u>	<u>(DK/ NO OPIN.)</u>
[]a.	In your neighborhood -----	62%	30%	3%	3%	1%	0%
[]b.	In the city park closest to your residence-----	47%	38%	3%	4%	2%	6%
[]c.	In the Downtown area-----	28%	41%	7%	12%	5%	7%

22. What about at night? How safe do you feel at night walking _____? Do you feel safe, unsafe, or neither safe nor unsafe? **(IF SAFE/UNSAFE, ASK: Is that very SAFE/UNSAFE or just somewhat?) (READ LIST)**

		<u>VERY SAFE</u>	<u>SOMEWHAT SAFE</u>	<u>(NEITHER SAFE NOR UNSAFE)</u>	<u>SOMEWHAT UNSAFE</u>	<u>VERY UNSAFE</u>	<u>(DK/ NO OPIN.)</u>
[]a.	In your neighborhood -----	38%	34%	5%	12%	8%	2%
[]b.	In the city park closest to your residence -----	18%	31%	7%	19%	13%	12%
[]c.	In the Downtown area-----	13%	27%	7%	23%	22%	10%

23. How safe do you feel participating in the following activities? Do you feel safe, unsafe, or neither safe nor unsafe? **(IF SAFE/UNSAFE, ASK: Is that very SAFE/UNSAFE or just somewhat?) (READ LIST)**

		<u>VERY SAFE</u>	<u>SOMEWHAT SAFE</u>	<u>(NEITHER SAFE NOR UNSAFE)</u>	<u>SOMEWHAT UNSAFE</u>	<u>VERY UNSAFE</u>	<u>(DK/ NO OPIN.)</u>
[]a.	Driving on San José streets-----	39%	43%	5%	7%	3%	4%
[]b.	Bicycling in San José -----	16%	33%	7%	12%	8%	23%
[]c.	Being a pedestrian in San José-----	25%	46%	6%	12%	7%	4%

24. Over the past twelve months, have you had any contact with the San José Police Department? **(IF YES, ASK: "Did you first request assistance or help, or did a police officer first contact you?"**

Yes, requested assistance or help -----**(ASK Q25-26)**--19%
 Yes, contacted first by police -----**(ASK Q25-26)**--8%
 No, no contact with San José police--**(SKIP TO Q27)**--69%
(DON'T READ) DK/NA -----**(SKIP TO Q27)**--3%

(IF "YES" IN QUESTION 24, ASK QUESTIONS 25-26. IF NO, SKIP TO QUESTION 27.)

25. Was the police officer or officers you had contact with...?

Courteous and pleasant to deal with ---- 63%
Rude and unpleasant to deal with----- 14%
Neither courteous or rude ----- 10%
(DON'T READ) DK/NA----- 13%

26. Was the police officer or officers you had contact with...?

Helpful----- 74%
Not helpful ----- 14%
Neither helpful nor unhelpful ----- 11%
(DON'T READ) DK/NA-----2%

(RESUME ASKING ALL RESPONDENTS)

27. Generally speaking, would you say that the San José Police Department treats all members of the public very fairly, somewhat fairly, somewhat unfairly, or very unfairly?

Very fairly ----- 35%
Somewhat fairly----- 35%
(NEITHER FAIRLY NOR UNFAIRLY) -----5%
Somewhat unfairly-----9%
Very unfairly -----4%
(DON'T READ) DK/NA ----- 11%

28. Have you heard anything about the Office of the Independent Police Auditor? (IF YES, ASK: Is that a lot or just a little?)

Yes, a lot ----- (ASK Q29)--5%
Yes, a little----- (ASK Q29)--11%
No ----- (SKIP TO Q30)--80%
(DON'T READ) DK/NA----- (SKIP TO Q30)--4%

(ASK QUESTION 29 ONLY IF "YES" ON QUESTION 28)

29. Overall, would you say the Office of the Independent Police Auditor has been effective or ineffective in providing civilian oversight of the San José Police Department? (IF EFFECTIVE/INEFFECTIVE, ASK: "Is that very or just somewhat?")

Very effective ----- 19%
Somewhat effective----- 32%
(NEITHER EFFECTIVE OR INEFFECTIVE) ---7%
Somewhat ineffective ----- 10%
Very ineffective -----5%
(DON'T READ) DK/NA ----- 26%

(ASK QUESTION 30 ONLY IF “NO” OR “DON’T KNOW” ON QUESTION 28)

30. The Office of Independent Police Auditor provides civilian oversight of the San José Police Department. How confident are you that the Office of Independent Auditor can be effective in providing civilian oversight of the San José Police Department. Would you say you are...? **(READ RESPONSE CATEGORIES)**

Very confident----- 12%
Somewhat confident ----- 33%
**(NEITHER CONFIDENT NOR
NOT CONFIDENT)** -----9%
Not too confident-----9%
Not at all confident-----4%
(DON’T READ) Don’t know----- 34%

(RESUME ASKING ALL RESPONDENTS)

31. Changing subjects somewhat, in the event of a major natural disaster, would you say that you and your family have sufficient food, water, and medical supplies to sustain yourselves for 72 hours?

Yes ----- 77%
No ----- 21%
(DON'T READ) DK/NA -----2%

32. How well-informed are you about what things you should do during and after an emergency or disaster: very well-informed, somewhat well-informed, or not well-informed?

Very well-informed -----40%
Somewhat well-informed -----45%
Not well-informed ----- 13%
(DON'T READ) DK/NA -----2%

<p>NOW I'D LIKE TO ASK ABOUT YOUR EXPERIENCES WITH CITY OF SAN JOSÉ DEPARTMENTS AND EMPLOYEES OTHER THAN THE SAN JOSE POLICE.</p>
--

33. Other than the San José Police Department, have you had any direct contact, either in person or by telephone, with an employee or employees of a San José City government department over the past two years?

Yes -----**(ASK Q34)**--30%
No -----**(SKIP TO Q35)**--67%
(DON'T READ) DK/NA
(SKIP TO Q35) -----3%

(IF "YES" ON QUESTION 33, ASK QUESTION 34)

34. Were you satisfied or dissatisfied with the **(INSERT FIRST ITEM ON LIST BELOW)** by the San José City employee or employees with whom you had contact? What about...? **(INSERT NEXT ITEM ON LIST BELOW)**. (IF SATISFIED/DISSATISFIED, ASK: "Was that very or just somewhat?")
(ROTATE START)

	<u>VERY SATIS.</u>	<u>SOMEWHAT SATIS.</u>	<u>NEITHER SAT. NOR DISSAT.</u>	<u>SOMEWHAT DISSAT.</u>	<u>VERY DISSAT.</u>	<u>(DK/ NO OPIN.)</u>
[]a. Timeliness of the response -----	43%	34%	3%	7%	11%	1%
[]b. Courtesy shown to you -----	51%	32%	2%	5%	9%	0%
[]c. Competence displayed in handling your issue-----	47%	30%	3%	8%	11%	1%

(RESUME ASKING ALL RESPONDENTS)

35. Now I am going to read you a list of ways that people get information about the City of San José. After I read each one, please tell me whether or not you have used that source of information. (IF YES, ASK: How useful did you find the information from that source: very useful, somewhat useful, or not useful?)
(READ LIST)

	<u>YES, VERY USEFUL</u>	<u>YES, SOMEWHAT USEFUL</u>	<u>YES, NOT USEFUL</u>	<u>NO, HAVE NOT USED</u>	<u>(DK/ NO OPIN.)</u>
[]a. Inside San José, a semi-annual City newsletter -----	10%	14%	2%	57%	16%
[]b. CivicCenter TV, cable channel 37A -----	13%	18%	4%	53%	12%
[]c. The City of San José website -----	15%	17%	3%	51%	15%
[]d. InfoLine, the City's 24-hour automated telephone information number ----	11%	12%	2%	60%	15%

36. Using words of your own, in your opinion, what is the most important thing the City of San José can do to improve city services for the people who live and/or work in San José? **(OPEN-END; RECORD VERBATIM ANSWER BELOW AND THEN CODE AFTERWARDS)**

Traffic flow/reduce traffic
congestion/improve traffic flow ----- 16%
Housing prices/rent control-----8%
Mass transit/BART/light rail/
improve bus system -----6%
Roads (repair/expand)-----4%
Youth issues (control gangs, youth
activities, day care for children -----4%
Plan for growth (housing, traffic
patterns, population, etc.)-----3%
Schools (improve, build more) -----2%
Beautification/city/neighborhood
renovation/cleanup -----2%
Improve information resources/
accessibility-----6%
Stop/reduce development/
preserve open space -----1%
Take care of the people/
listen to the people-----3%
Town hall meetings/let us know
what they're doing/personal
interaction with neighborhoods-----3%
Hire more help/better employee
training/friendlier employees -----1%
Improve city services (general) -----2%
Assistance for poor/homeless -----1%
Police patrol more frequently/
instead of making new ones-----4%
Infrastructure improvements/
street lighting improvements-----1%
Environment/air quality
improvement/water control
improvement-----1%
Jobs/better wages -----2%

Senior support activities -----	1%
Eliminate government corruption/ special interest influence-----	1%
Parking improvements -----	1%
Library improvement/ more libraries-----	1%
Recreation areas/more parks -----	1%
Better trash collecting -----	0%
Enforce speed limits/ ticket traffic violations -----	1%
Eliminate automated phone systems -----	1%
Less bureaucracy/improve efficiency-----	1%
Pay attention/do their best -----	1%
Don't need new city hall-----	0%
Reduce population -----	0%
More friendly to small businesses-----	0%
Cultural/arts funding/events/ Activities -----	1%
Adult activities/entertainment-----	0%
Taxes/lower taxes-----	1%
Fire department funding -----	0%
Improve airport-----	0%
Stagger work hours -----	0%
Less government involvement -----	0%
Legalized marijuana-----	0%
Racial issues -----	1%
Neighborhood watch -----	1%
Better health care -----	0%
Everything -----	1%
Low crime/Improve safety -----	1%
Illegal immigration -----	0%
Better money management/Budgets -----	0%
Lower price of gas/Electricity -----	0%
Nothing/no problems -----	3%
Other-----	2%
DK/NA/Refused -----	11%

HERE ARE MY FINAL QUESTIONS. THEY ARE JUST FOR STATISTICAL PURPOSES.

37. About how long have you lived in San José? **(READ LIST)**

Less than two years ----- 10%
Three to four years -----8%
Five to six years -----6%
Seven to ten years -----8%
11 to 15 years ----- 11%
16 to 20 years ----- 14%
21 years or more-----43%
(DON'T READ) Don't know/Refused ---1%

38. Do you live in a single-residence detached home, or do you live in a multi-family apartment, mobile home park, or condo building?

Single family detached house ----- 68%
Multi-family apt/condo-----28%
Mobile home park-----3%
(DON'T READ) Don't know/Refused ---1%

39. Do you own or rent the house or apartment where you live?

Own ----- 62%
Rent -----37%
(DON'T READ) Don't know/Refused ---1%

40. Are there any children under the age of 18 living in your household?

Yes -----44%
No -----55%
(DK/NA) -----1%

41. What is your current employment status? Are you.. **(READ LIST)**

Employed full-time -----**(ASK Q42)**--54%
Employed part-time -----**(ASK Q42)**--10%
A homemaker who does not
work outside the home----- **(SKIP TO Q43)**--9%
Retired -----**(SKIP TO Q43)**--14%
A student----- **(SKIP TO Q43)**--4%
Unemployed----- **(SKIP TO Q43)**--8%
(DON'T READ) Refused----- **(SKIP TO Q43)**--1%

(IF "EMPLOYED FULL-TIME" OR "PART-TIME" IN QUESTION 41, ASK:)

42. Is your work located in the City of San José or not? (IF "NOT IN SAN JOSE," ASK: Do you telecommute to your job from your residence in San José?)

In San José ----- 62%
Not in San José ----- 33%
Not in San José, telecommute ----- 4%
(DON'T READ) Don't know/Refused --- 1%

(RESUME ASKING ALL RESPONDENTS)

43. What was the last level of school you completed?

Grades 1-8 ----- 4%
Grades 9-11 ----- 7%
High School Graduate (12) ----- 25%
Some College ----- 24%
Business/Vocational School ----- 4%
College Graduate (4) ----- 28%
Post-Graduate Work/
Professional School ----- 9%
(DON'T READ) DK/Refused ----- 1%

44. Please stop me when I come to the category that best describes the ethnic or racial group with which you identify yourself. Is it....?

Hispanic/Latino ----- 27%
African-American ----- 3%
Asian ----- 20%
Caucasian/White ----- 42%
Native American/Indian ----- 1%
Some other group or identification ----- 5%
(DON'T READ) Refused ----- 2%

45. In what year were you born?

1983-1977 (18-24) ----- 13%
1977-1972 (25-29) ----- 10%
1971-1967 (30-34) ----- 11%
1966-1962 (35-39) ----- 10%
1961-1957 (40-44) ----- 11%
1956-1952 (45-49) ----- 9%
1951-1947 (50-54) ----- 8%
1946-1942 (55-59) ----- 7%
1941-1937 (60-64) ----- 5%
1936 or earlier (65 & over) ----- 12%
Refused ----- 3%

46. I don't need to know the exact amount but I'm going to read you some categories for household income. Would you please stop me when I have read the category indicating the total combined income for all the people in your household before taxes in 2000?

\$10,000 and under -----5%
\$10,001 - \$20,000 -----9%
\$20,001 - \$30,000 -----9%
\$30,001 - \$60,000 -----22%
\$60,001 - \$75,000 -----10%
\$75,001 - \$100,000 -----13%
More than \$100,000 -----14%
(DON'T READ) Refused -----18%

47. Are you a registered voter in the City of San José?

Yes -----74%
No -----26%
(DON'T READ) Refused -----1%

48. Here is my final question. Could you tell me the cross streets of the main intersection near where you live? **(WRITE-IN STREET NAMES)**

Street _____

with

Street _____

THANK YOU VERY MUCH FOR YOUR TIME AND ATTENTION TO MY QUESTIONS.

Gender by observation:

Male -----51%
Female -----49%

Language by observation:

English -----94%
Spanish -----5%
Vietnamese -----1%

Phone # _____

Date _____

City _____

County _____

Interviewer _____

Cluster # _____

Verified by _____

Page # _____